

Telehealth in PIMSY for Clients (Patients)

Summary:

Telehealth allows long distance patient/clinician contact and care, advice, reminders, education, intervention and monitoring. Patients are scheduled in the MY SAL Calendar as they would be within PIMSY. Your provider will need your email address so the Telehealth system can send you a notification (invite) to participate in a video session.

Buttons, Fields and Instructions:

When a provider begins a Telehealth session, an invitation email is sent to you that will instruct you to access a "Waiting Room." You can RSVP for an upcoming session or you can click on **Enter Waiting Room** to begin a session immediately.

Patient Invitation:

PIMSY EHR Session Invite

Dear Jessica Day,

Ian MacDonald has invited you to a videoconference hosted by PIMSY EHR.

WHEN:
Wednesday, August 24, 2016 at 7:00 AM (Eastern Time)

WILL YOU ATTEND?

TO JOIN:
To join the session, just click here:
[Join Session](#)

You can also join the session by going to pimsyehr.securevideo.com, clicking "Videoconference" and entering **951-536-095**. You can read more on how to join a session by [clicking here](#).

QUESTIONS?
If you have any questions about this session, or have any problem when you try to join, please contact **Ian MacDonald** at **(828) 507-1563**.

TECHNICAL SUPPORT:
If you need technical assistance, please call **Technical Support** at **(888) 540-2829**. Or, you can send an e-mail to support@securevideo.com.

SecureVideo.com Message ID: 182fea3d-25a9-4d04-88f1-e8350eaabb5c

Patient REMINDER email before a scheduled session begins:

PIMSY EHR Session Reminder

Dear Sally Edwards,

This is a friendly reminder that your session with Linda* Brandon starts in less than two hours.

WHEN:
Thursday, August 25, 2016 at 11:00 AM (Eastern Time)

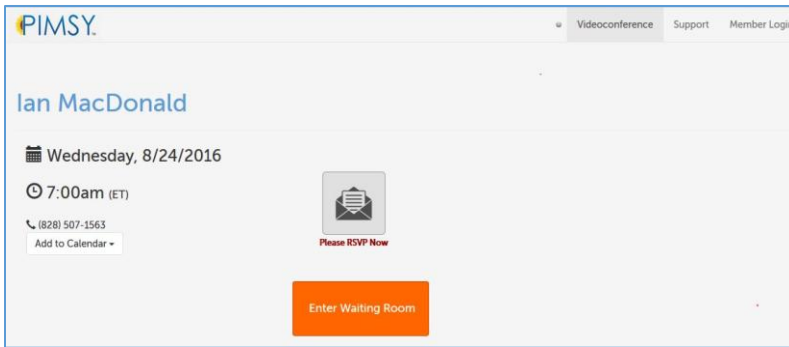
SESSION PARTICIPANTS:
Linda* Brandon (Organizer)
Sally Edwards (Has not confirmed yet)

You have not yet Confirmed this session. Could you please click one of the below buttons right now to do so?

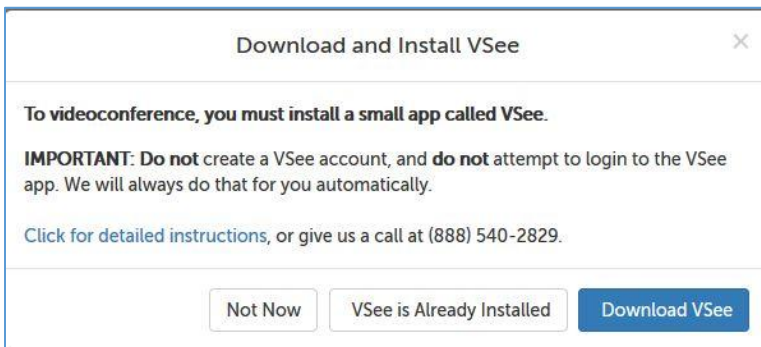
WILL YOU ATTEND?

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[Join Session](#)

Patient Waiting Room:



The first time you access a Telehealth session, you may be required to download a small program called **Vsee**. Go ahead and follow the instructions.

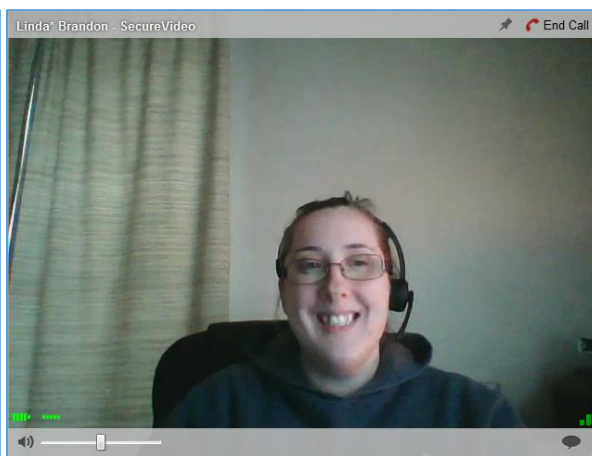


Once you click on **Enter Waiting Room**, the video window will appear. When the provider is fully logged in, you should see two video windows, one with your picture and one with the provider's.

Patient view



Provider View



Only the provider can end the video session.

If you have problems accessing Telehealth sessions, please contact your provider's office for assistance.