

# Sumner Gov - Telehealth Program

## GUIDELINES FOR USING THE TELEHEALTH PROGRAM

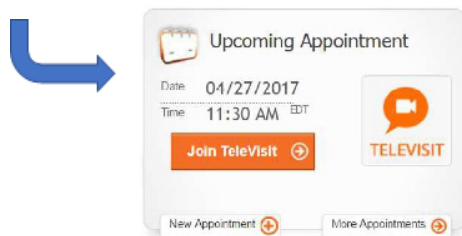
One to One is offering online scheduling of visits as a way to improve patient access to care. In addition to routine clinic visits, Sumner County Government Employees, Dependents and Retirees enrolled in the BCBS medical insurance may also schedule **Telehealth Sick Visits** or **Telehealth Medication Refill Visits**. To be eligible for Telehealth visits, you must have visited one of our clinics and registered as a patient at least once in the past year. While our Telehealth providers are able to treat/diagnosis most health related concerns, it is possible that you may need to be seen in one of our clinics or be referred to another level of care at an outside facility vs Telehealth. Please contact our **Call Center at 855-571-4500** between the hours of 7am - 5pm Monday through Friday to register. Once registered, you will receive an email to activate your portal (it may take up to 2 hours to receive the email).

### 1) You can schedule a Telehealth appointment

a) by using the Call Center (855-571-4500); if after hours, leave a detailed message and the Telehealth provider will return your call.

b) if an established patient, use the Sumner Health Portal [sumnercountyhealth.com](http://sumnercountyhealth.com) and select Book an Appointment link. You can search for provider "Telehealth" or select next and select "GOV Telehealth" location. Click "Show Availabilities" on left, answer "Have you seen provider before" and "select visit reason." Then select visit time that is convenient for you. Complete patient details and appointment registration process.

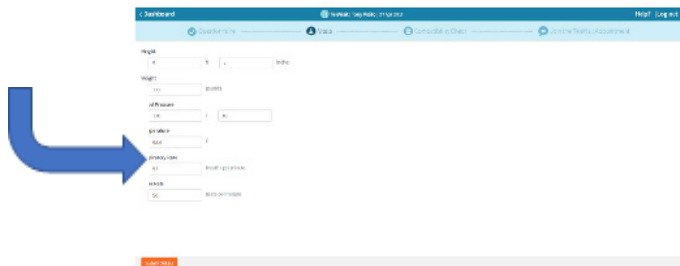
### 2) Once an appointment is scheduled, you will receive an appointment reminder.



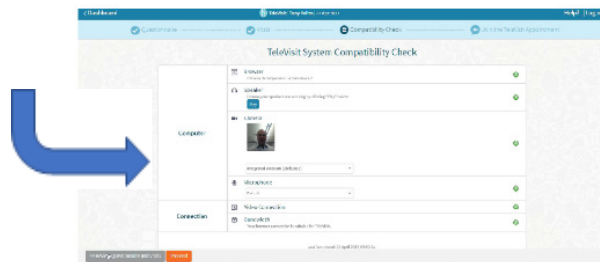
### 2) Click on "Join Televisit" to begin your Telehealth visit if you selected a Refill Televisit or Sick Televisit option.



### 3) Enter your vitals if known, then click "Submit Vitals:"



### 4) Telehealth Visit will start a compatibility check with your computer. This is checking your speakers, camera, and connection. Green check marks indicate you are good to go. Click Proceed.

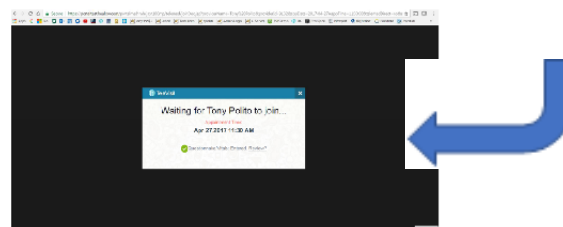


### 5) You will be asked to accept/agree to the Telehealth Consent. If you do not agree then you will not be able to proceed with the appointment.

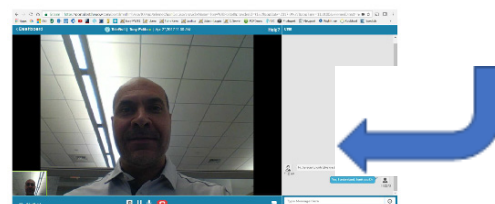
### 6) You will see that you have successfully submitted everything necessary for the appointment and you will now click Start Televisit.



### 7) You will enter a virtual waiting room while waiting for the provider to also log in.



### 8) You and the provider will be able to see each other on the screen. The Provider will be seen in the larger screen and you will be in the smaller screen. There will also be a chat box if audio communication is unclear.



\*\*If you experience technical difficulties, call and leave a detailed message and the provider will return your call.