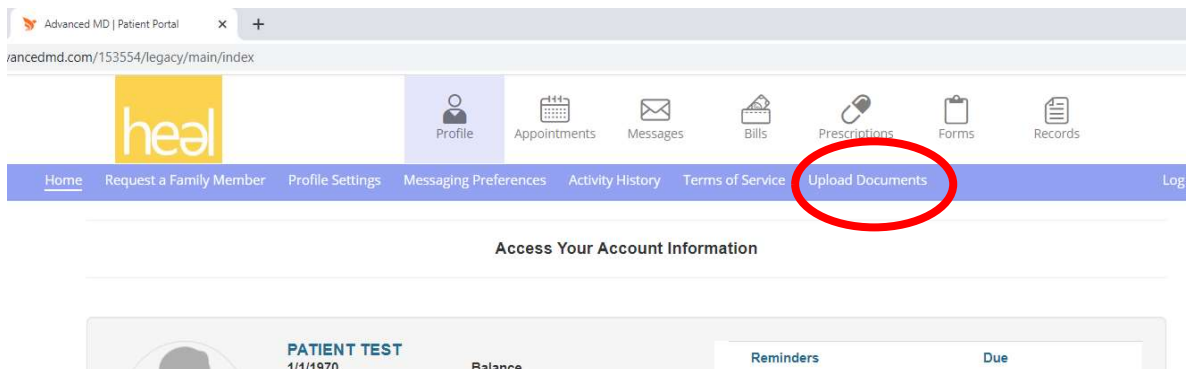


Welcome!

We look forward to meeting you at your first appointment! We know that telehealth is a new experience for many people. To help answer your questions we have put together this guide. If you have any other questions or are not sure about something, please don't hesitate to ask! You can email us at hello@healidaho.com or give us a call at (208) 261-2411.

What do I need to do before my appointment?

- After you schedule your appointment you will receive two emails. One of these emails prompts you to log into the patient portal to complete intake forms. **These forms must be completed prior to your appointment!** Our schedule is designed to spend as much time with you as possible – there is not time to fill the forms out at the time of your visit.
- Insurance card and ID must be uploaded to the patient portal.
To upload cards from a computer: From the home screen in the patient portal, click “upload documents” in the purple bar.



To upload cards from a mobile device: Cards can only be uploaded during the patient registration process. If you miss this step, you will need to upload cards from a computer or email them to hello@healidaho.com for us to enter.

Your appointment will be rescheduled if insurance information is not uploaded, or if intake forms are not completed 24-hours before your appointment time.

Do I need to bring anything with me to my appointment?

- A list of all of your current medications, and any psychiatric medications that you have taken in the past (prescriptions for anxiety, depression, sleep, ADHD, etc.)
- If you have any previous records or psychological testing, those will be very helpful for us!

Do I have to be at home for my appointment?

- Nope! You do not have to be in your home, however you do need to be in a state that your provider is licensed in (Idaho, Washington, Utah or Montana).
- You must be in a location that is quiet and secure so that you can speak freely. You can attend the appointment from your vehicle, but you cannot be driving and you cannot be the passenger in a moving vehicle (this causes instability in the data connection which makes video difficult).

Do I have to have my camera on?

- YES. All of our appointments are conducted with real-time Audio-Visual connectivity (We use the HIPAA compliant Zoom account). This is not just our rule, this is a requirement for all insurance companies as well.

How do I join my appointment?

- You can use the direct link www.myheal.online or click the link in your reminder email/text.
- **Do not use the “telehealth” link in the patient portal!** Your provider will not be in that waiting room – we just can’t turn this feature off from our software. If you are unsure if you are in the right place, you can text the office number at (208) 261-2411.

We look forward to working with you! Please do not hesitate to reach out if you have any questions that we didn’t cover here.