



ORION

BEHAVIORAL HEALTH NETWORK

Telehealth Tips and Tricks

- Do NOT do a telehealth visit while you are driving or running errands.
- Be patient while waiting for your visit, just like a regular in person office visit, providers sometimes run behind schedule. If it has been more than 10 minutes past appointment time, please email us at info@obhn.org or call 907-696-7466.

Preparing for virtual visit:

- A device that has audio/video and internet connection is needed, such as computer/laptop, tablet or smartphone.
- Check your email for instructions. Your extension and passcode will remain the same for all appointments with us.
- Download the application and test the connection prior to your appointment. You can do this by calling us at 907-696-7466 and ask to test your telehealth.

Before the start of your appointment:

- Find a well-lit private spot. No bedrooms or bathrooms please.
- Reduce background noise
- Close all other applications to ensure a good connection with microphone and speakers on device

Having a successful visit:

- Write it down
 - Important information such as medications and doses
 - Symptoms you are having or concerns you would like to discuss
 - Keep a paper and pen nearby to take notes during your appointment
 - Stay focused.

After your appointment:

- Contact the office either by email info@obhn.org or phone 907-696-7466 to schedule follow up appointment, and/or to pay your co-pay.
- If you have questions following your appointment again you can call or email for a message to your provider to be sent.
- Give feedback and suggestions! We always want to improve our service and would like to hear from you regarding this.