



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/text 907-202-9238.

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. (Initial Appointment). You will join through obhn.org for every visit.

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

Connecting to your visit:

Visit our website at <https://www.obhn.org/>

Click "Join your telehealth appointment"

Enter the **Patient's** name

Click "start video"

After that, simply follow the prompts given to join. You will then be placed in the provider's waiting room, and the provider will be with you shortly.

If more than one person is joining from separate devices, allow the primary person log in first. Once they are connected, the provider will add the second person to the session.

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 call/text 907-202-9238 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.