

Quick Reference Guide

Using **Telehealth (Persivia)** – Patient Guide

Key:	
■	Action Can Be Taken
■	Reference Only
■	Not Pertinent to Role
▲	Please Note

Subject	Location
Receiving the Appointment Invitation <ul style="list-style-type: none"> ▪ Text Message <ul style="list-style-type: none"> ▪ iPhone ▪ Android ▪ Email 	<ul style="list-style-type: none"> ▪ iPhone > Messages App ▪ Android > Messages App ▪ Email
Joining the telehealth appointment <ul style="list-style-type: none"> ▪ Mobile Phone <ul style="list-style-type: none"> ▪ iPhone ▪ Android ▪ Computer 	<ul style="list-style-type: none"> ▪ iPhone > Safari ▪ Android > Internet Browser ▪ Computer > Google Chrome or Safari
Working in the Telehealth Appointment	<ul style="list-style-type: none"> ▪ iPhone > Safari ▪ Android > Internet Browser ▪ Computer > Google Chrome or Safari

Persivia is our telehealth system and can be accessed from any smartphone or computer through the internet browser. This quick reference guide will focus on navigating from the patient's perspective.

Receiving the Appointment Invitation


Telehealth invitations can be received through a text message or an Email.

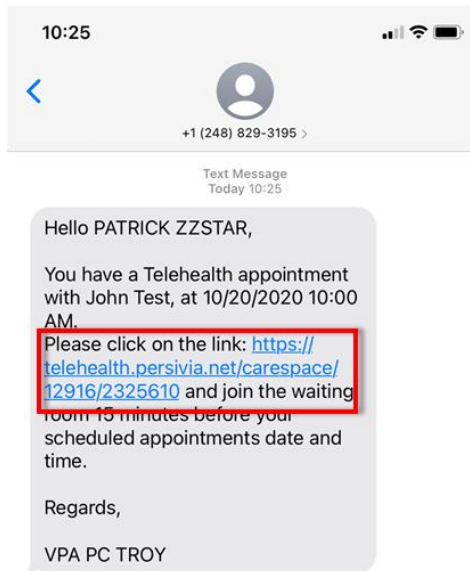
▲ It might be helpful to save the VPA Phone number to your Contacts list.

Text Message

Location:

- iPhone > Messages App

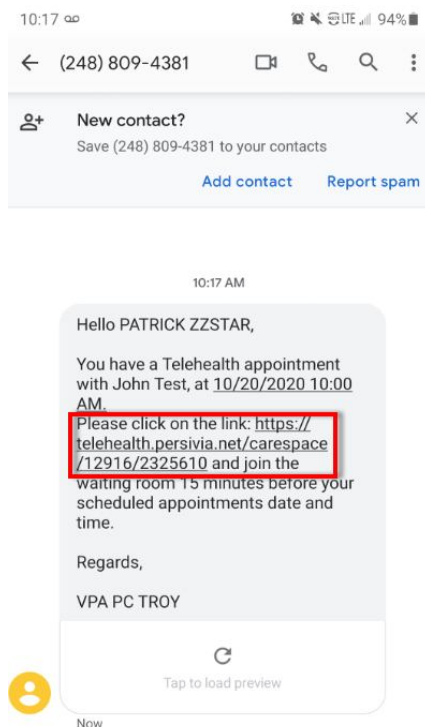
1. Tap on the Messages Icon 
2. Select the message from VPA (May show as a 248 Area Code)
3. Click on the blue hyperlink in the message when it's time to join your appointment.



Location: ■ Android > Messages App



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2. Select the message from VPA (May show as a 248 Area Code)
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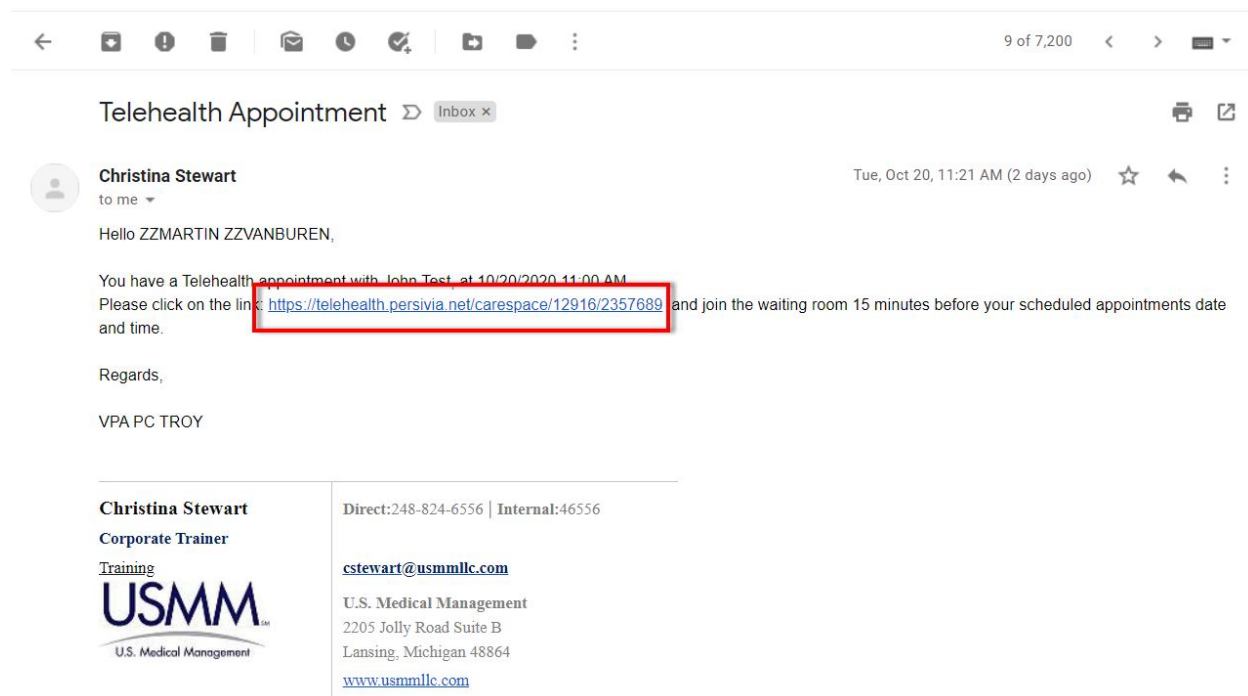
Email

Location: ■ Email Account (Gmail, Yahoo!, etc.)

1. Open the email application in an internet browser.

⚠ Use Google Chrome or Safari for best results

2. Find the email sent to you by your local office – Subject line should read “Telehealth Appointment”



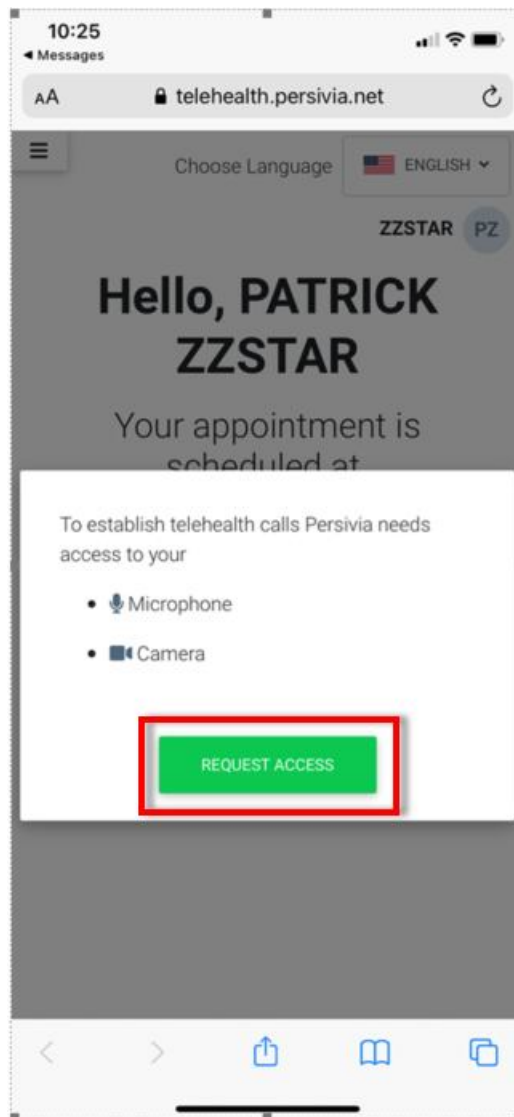
3. Click on the blue hyperlink in the email when it's time to join your appointment.

Joining the Telehealth Appointment

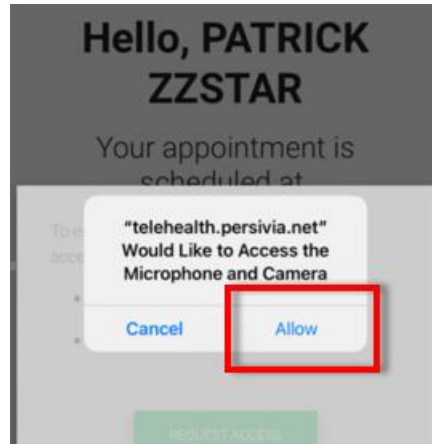
Text Message - iPhone

Location: ▪ iPhone > Safari

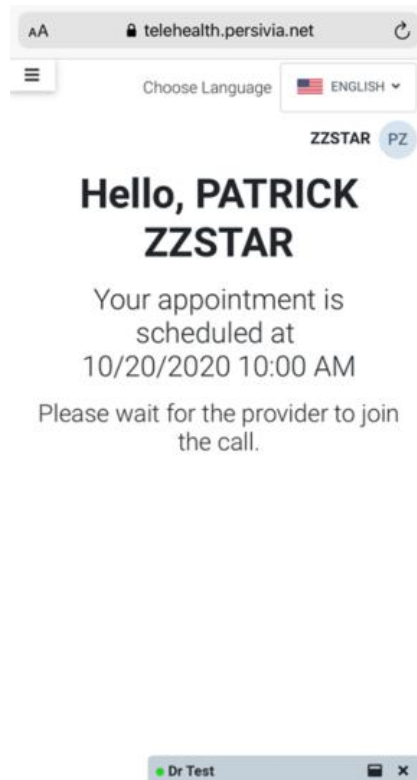
1. Once you've clicked on the blue hyperlink in the text Message, Persivia will open in Safari.
2. Click the green **Request Access** icon.



3. Click **Allow** on the pop-up that appears.



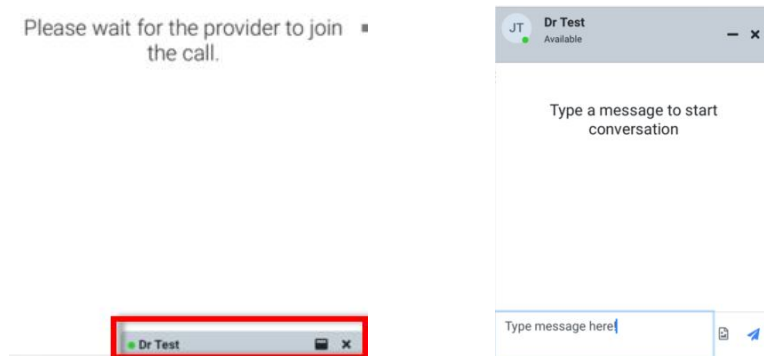
4. From here, you'll be entered into the **Waiting Room**.



5. Patients may tap on the **Choose Language** icon to choose between English or Spanish text.



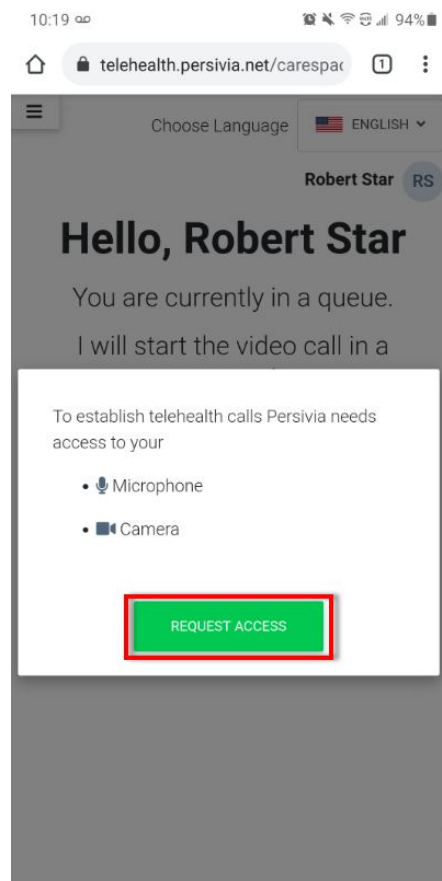
6. Patients can send a message to their provider by tapping the **Chat Box** at the bottom right of the screen.



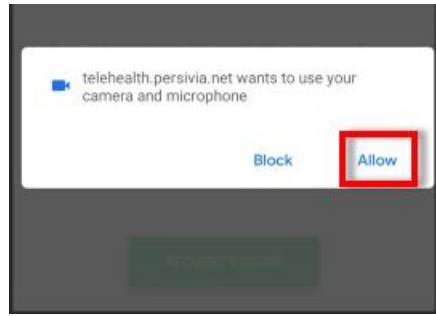
Text Message - Android

Location: ▪ Android > Internet Browser

1. Once you've clicked on the underlined hyperlink in the text Message, Persivia will open in the internet browser.
2. Click the green **Request Access** icon.

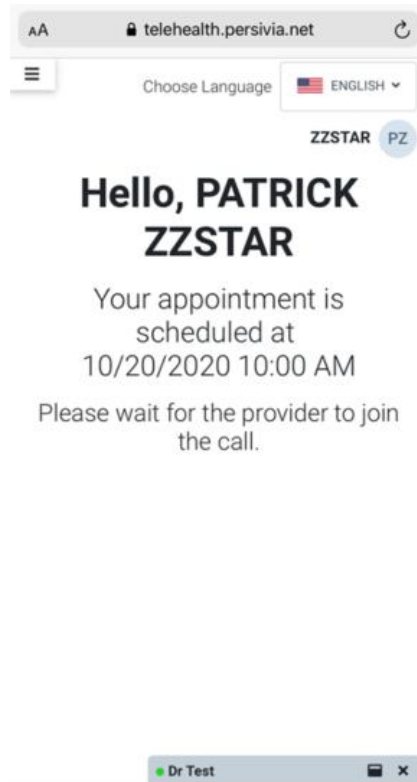


3. Click **Allow** on the pop-up that appears.



⚠ Note: Tap **Allow** on any other pop-ups that come up.

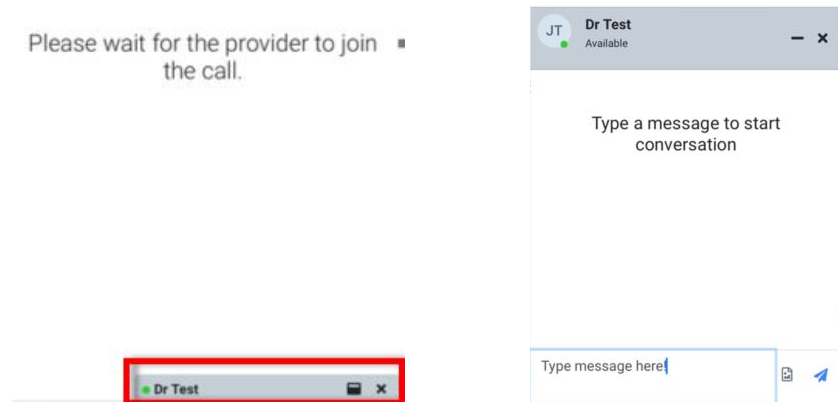
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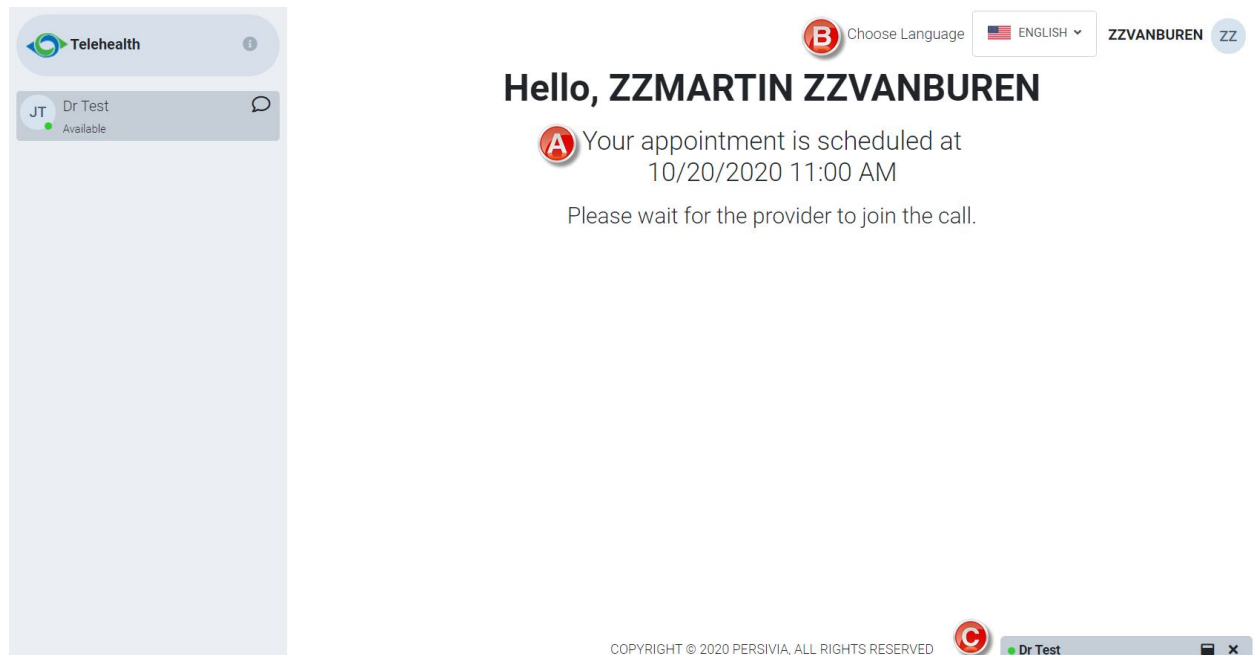
Email

Location: ■ Computer > Google Chrome or Safari

- Once you've clicked on the blue hyperlink in the Email message, Persivia will open in the internet browser.
- From here, you'll be entered into the **Waiting Room**.

⚠ Note: Tap **Allow** on any other pop-ups that come up.

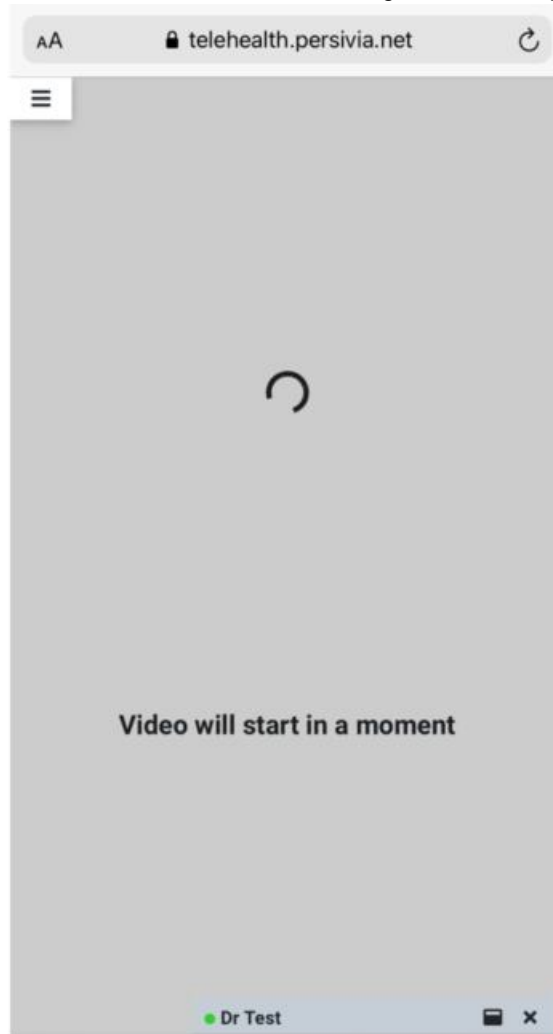
- Once in the **Waiting Room**, there are several options available:
 - Appointment Details
 - Choose Language** will allow the patient to choose between English and Spanish
 - Chat Box** will allow the patient to send a message to the provider



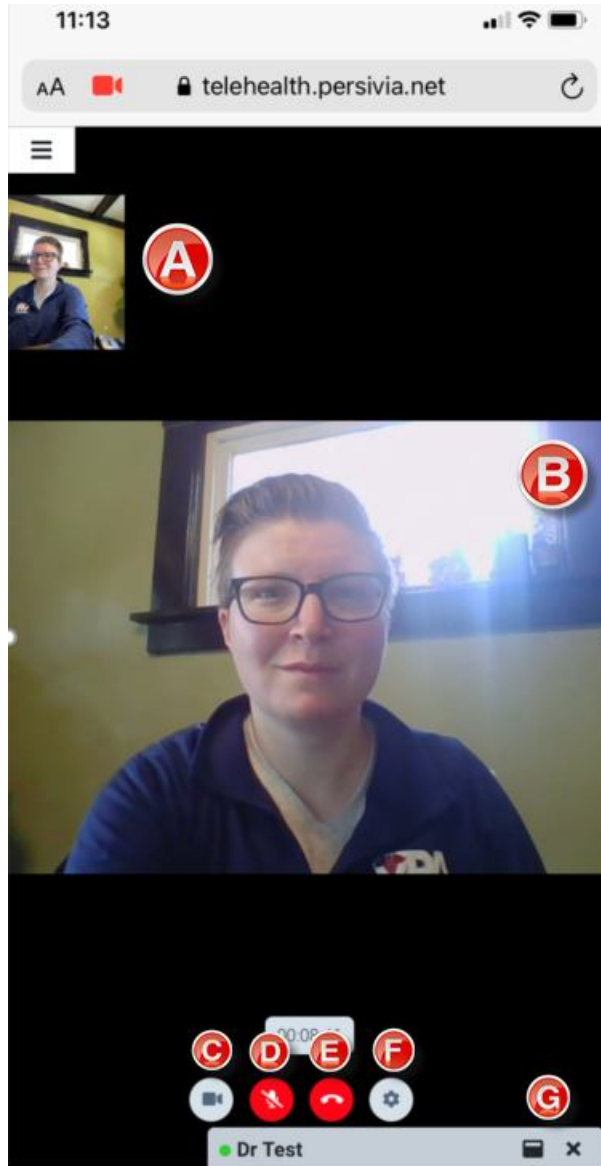
Working in the Telehealth Appointment

- iPhone > Safari
 - Android > Browser
- Location:
- Computer > Google Chrome or Safari

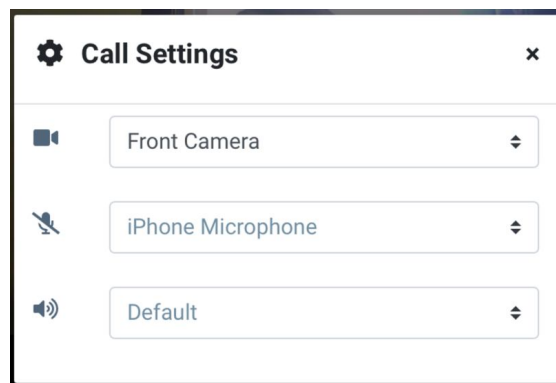
1. Once the provider starts the **Video Call**, the following screen will appear.



2. Once in the **Video Call**, there are several options available:
 - a. Patient's video feed
 - b. Provider's video feed
 - c. Turn Patient's **Camera On/Off**
 - d. Turn Patient's **Microphone On/Off**
 - e. **End Call**
 - f. **Call Settings**
 - g. **Chat Box**



3. Clicking on **Call Settings** will open a settings menu to adjust selections for Video, Microphone, and Speakers.



4. Click on the **End Call** icon to return to the **Welcome** page.