

## BLUE VALLEY BEHAVIORAL HEALTH

### Using Telehealth for Appointments

As a temporary precaution during the COVID-19 National Emergency, BVBH may utilize Zoom to conduct your telehealth appointments while you are not in the office.

In order to use this program for your appointments:

- You will need a working camera connected to a device (computer, smart phone or tablet) with internet access.
- Use a private space for your appointments to ensure the confidentiality of your sessions.
- Follow the steps below to connect with your provider for your session.

#### **SETUP (complete BEFORE your first telehealth appointment):**

*If using a **Computer**:*

- On your internet browser, go to [zoom.us](https://zoom.us)
- Then go to [Resources](#), and click [Download Zoom Client](#).
- From there, click the blue [Download](#) button under [Zoom Client for Meetings](#) (this will save time before your first telehealth appointment).
- Complete the steps to download the program.

*If using a **Phone or Tablet**:*

- On your internet browser, go to [zoom.us](https://zoom.us)
- Click JOIN at the top.
- From there, click the [Download from \(Google Play or Apple Store\)](#) option.
- Once downloaded, click to install.

#### **At the time of your appointment:**

*Your provider will call you on the phone at the beginning of each appointment to provide the information you need to connect with them. Please note- this call may be coming from a "Restricted" number.*

*If using a **Computer**:*

- On your internet browser, go to [zoom.us](https://zoom.us)
- Click [JOIN A MEETING](#) at the top of the webpage.
- It will prompt you to click [Open Zoom Meetings](#).
- Enter the [Meeting ID](#) the provider gives you and click [Join](#).
- Enter your name and the [Meeting Password](#) the provider gives you and click [Join Meeting](#).
- Click [Join with Video](#).
- If a Join Audio box pops up, *check* the box next to [Automatically join audio by computer](#) and click [Join with Computer Audio](#).
- Make sure your volume is not turned down so you can hear the provider.

*If using a **Phone or Tablet**:*

- On your internet browser, go to [zoom.us](https://zoom.us)
- Click JOIN at the top.
- Then click the [Join Meeting](#) option to open the Zoom app.
- Enter the [Meeting ID](#) the provider gives you and click [Join Meeting](#).
- Enter the [Meeting Password](#) the provider gives you and click [OK](#).
  - *Give permission for Zoom to use your camera/microphone if prompted.*
- Click [Join with Video](#).
- Click [Call via Device Audio](#) in lower/left corner.
- Make sure your volume is not turned down so you can hear the provider.

***If you are ever unable to keep your appointment,  
you will need to call your BVBH office to notify them.***