

## WHAT YOU NEED FOR A VIDEO VISIT



- A smartphone, tablet, laptop, or computer (camera access preferred but not required)
- A good reliable internet connection
- Questions? Call our office at 734.544.3050



## WHAT TO DO BEFORE YOUR VIDEO VISIT

- Consider using headphones with a microphone for better sound and improved privacy
- Plan to be in a quiet room or private space with good lighting
- Try to arrange for a support person in case you run into any technical issues - if you do not have someone please contact our office and we will do our best to help you connect - 734.544.3050



# TELEHEALTH SERVICES OVERVIEW

NEW TO OUR SERVICES?  
CALL ACCESS FOR AN ASSESSMENT

**734.544.3050**

QUICKEST/EASIEST WAY TO CONNECT FOR YOUR TELEHEALTH APPOINTMENT

- Type in the URL on an internet compatible device(i.e. computer, tablet, smartphone)

[WWW.WASHTENAW.ORG/WCCMH](http://WWW.WASHTENAW.ORG/WCCMH)

Click on the 'TELEHEALTH' icon and then your provider's name to join

**FOR MORE  
INFORMATION  
REGARDING OUR  
SERVICES PLEASE  
VISIT:**

[WWW.WASHTENAW.ORG/WCCMH](http://WWW.WASHTENAW.ORG/WCCMH)

**OR CALL US AT:**

734.544.3050



**APPOINTMENTS ARE BEST IN PERSON AND CAN BE DONE SAFELY.  
HOWEVER, IF YOU NEED TELEHEALTH PLEASE SPEAK WITH YOUR PROVIDER.**

## **WHAT TO DO *DURING* YOUR VIDEO VISIT**

- **Fifteen minutes before your appointment time, visit the WCCMH video waiting room. When your provider is ready to begin your appointment, they will admit you from the waiting room**
- **If the appointment is for a pediatric patient and the parents/legal guardians are in different places but would like to join the appointment, alert your child's provider at the start of the appointment**
- **The provider can admit parents/legal guardians if they are in the video waiting room**
- **The provider will verify your identity and will conduct the video appointment**
- **If you experience any difficulty, call our office at 734.544.3050**

**QUESTIONS?**

**734.544.3050**

**CALL TODAY**