



Getting Started with Video Telehealth Physical Therapy

First, determine how you will be joining your video telehealth appointment by choosing one of the options, below. Then, follow the directions for that option.

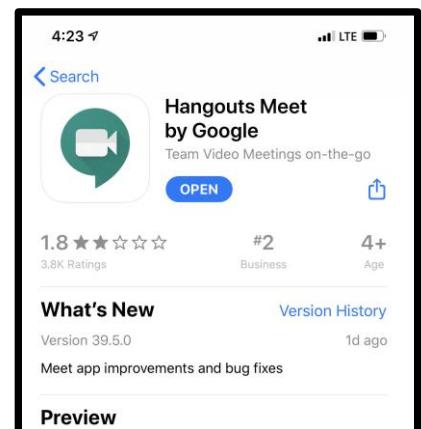
- **Option A: Use a Cell Phone or Tablet to join your video telehealth appointment**
- Or
- **Option B: Use a Laptop or Desktop Computer with an attached WebCam to join your video telehealth appointment**

Directions for Option A: Using a Cell Phone or Tablet to join your Video Telehealth appointment

Download the Hangouts Meet by Google app (pictured right) from the Apple App Store or Google Play Store.

To use the Hangouts Meet App, you will need a Google/Gmail Account.* Once you open the app, you will be prompted to sign up for an account or enter your account information, if you already have one.

*When scheduling your appointment, it is important to give our staff your Gmail email address, in order for us to send you your appointment link.

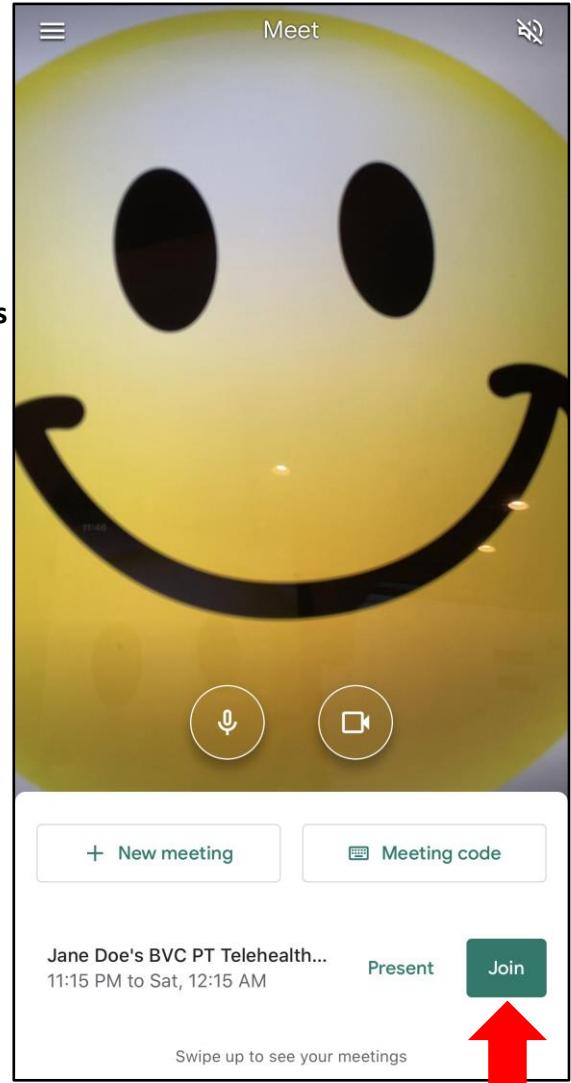


When your therapist schedules your visit, it will show up in the app, as shown right.

At the time of your appointment, click on the green “Join” button to join your video telehealth appointment. When your therapist joins they will instruct you further.

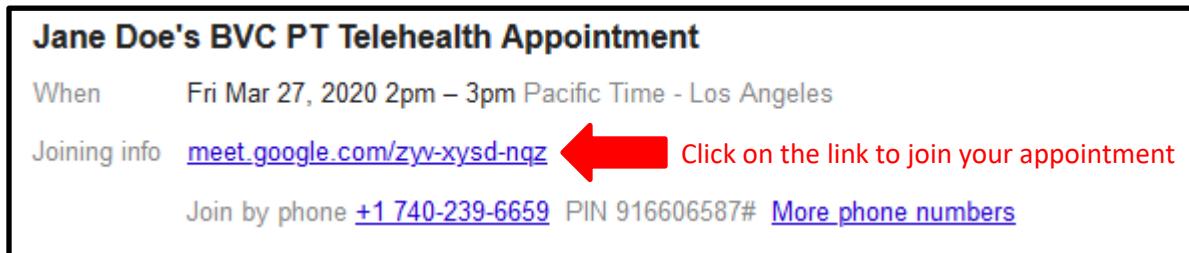
Make sure your microphone and camera are enabled to ensure your therapist can hear and see you.

Enjoy your video telehealth physical therapy appointment!



Directions for Option B: Using a Laptop or Desktop Computer with attached WebCam to join your video telehealth appointment

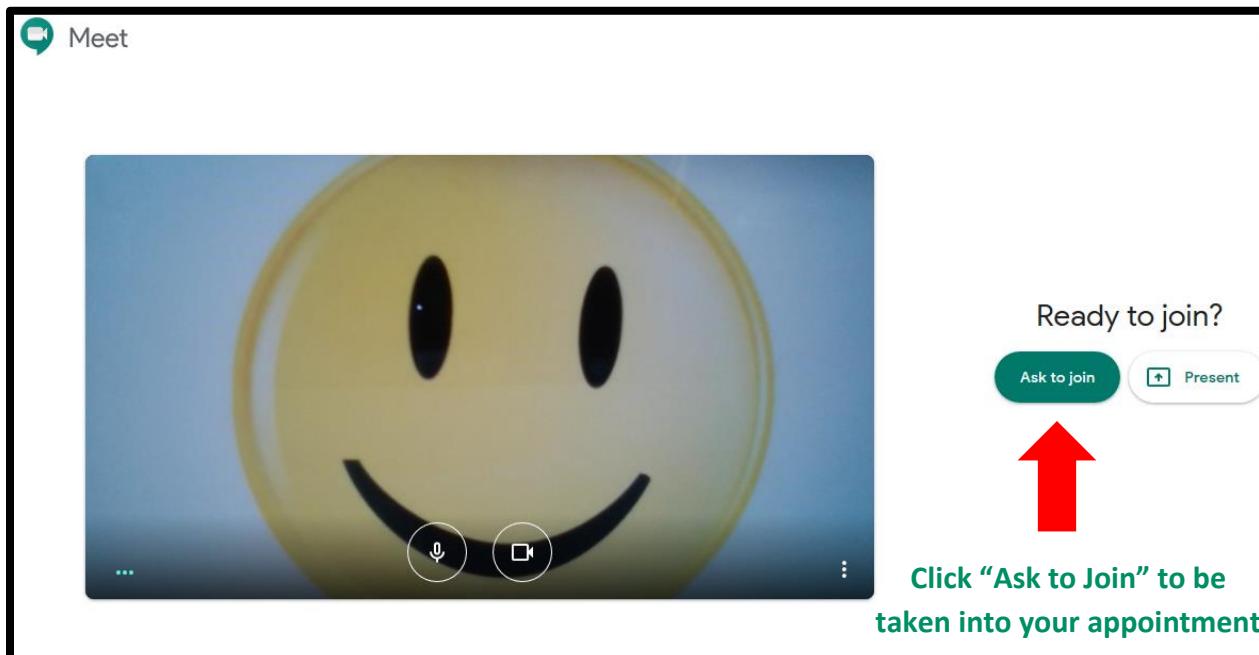
After your video telehealth appointment has been scheduled, you will receive an email with a link to join your video telehealth appointment, which looks like this:



At the time of your scheduled appointment, click on the **blue** link to join your appointment.

Once you click the link to join, a new tab will open in your browser taking you to the following screen. Make sure to allow access of your microphone and camera, if prompted.

Then, click the green “Ask to join” button.



Enjoy your video telehealth physical therapy appointment. Your therapist will guide you from here!

Troubleshooting

- 1) Make sure your device, Cell phone, Laptop, tablet is fully charged or plugged in during your appointment. Streaming video can use your battery quickly.**
- 2) One of the most common issues is the inability to see or hear the other party. Always make sure you allow your device to access your camera and microphone when asked. When you are in your appointment, make sure the microphone and camera icons are enabled and are not red in color with a white line through them.**
- 3) If you are experiencing poor video quality and are having trouble seeing your therapist make sure no other programs are running on your computer and close as many internet browser tabs as possible. Also, if anyone else in your house is using a streaming service, (Netflix, YouTube, Hulu etc.) you may experience poor quality during your meeting.**
- 4) For other issues go here.**

<https://support.google.com/meet/>