

Patient Check-in to Telehealth session

1. Prior to the appointment, patients will sign-in to the Portal, click on “Test Connection” and test their microphone and video settings on their local device. Patients may check-in 20-minutes prior to their scheduled appointment time.



2. An audio and video test will begin. Patients should see an “Acceptable Connection” notification once the test is complete. (Please note: *If you are prompted to allow access to your mic/camera, please select “yes”.*) After testing the connection, please click “Check in” and confirm the appointment information is accurate.

The screenshot shows the 'Akl Test's Appointments' form within the Signature Healthcare portal. The form includes the following fields: a state dropdown menu set to 'Massachusetts', a 'Zip code' field with '02116', 'Home Phone:' and 'Cell Phone:' fields both containing '333-333-3333', an 'Email' field with 'akltest@testemail.com', 'Marital Status' dropdown set to 'Married', 'Race' dropdown set to 'Other Race not Listed', 'Religion' dropdown set to 'Other', and a 'Mother's Name' field with 'Jennifer'. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Join Visit' button highlighted with a red box.

3. Choose “Join Visit” at the bottom of the check-in page. The patient will be placed in a virtual waiting room. Signature Healthcare staff will be able to see that the patient has arrived.