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.

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.