



HARBOR HEALTH

A Patient’s Guide to Video Visits

Here’s what to expect:

1. **30 minutes** before your appointment, you’ll get a text message with a link to the telehealth room. When it’s time for your appointment, click on the link.
2. **5 minutes** before your appointment, you’ll get the message again just in case you missed it the first time.
3. **Make sure you are in a private place** for this visit.
4. **Click the link** to go into the “waiting room” until the provider or care team starts the visit.

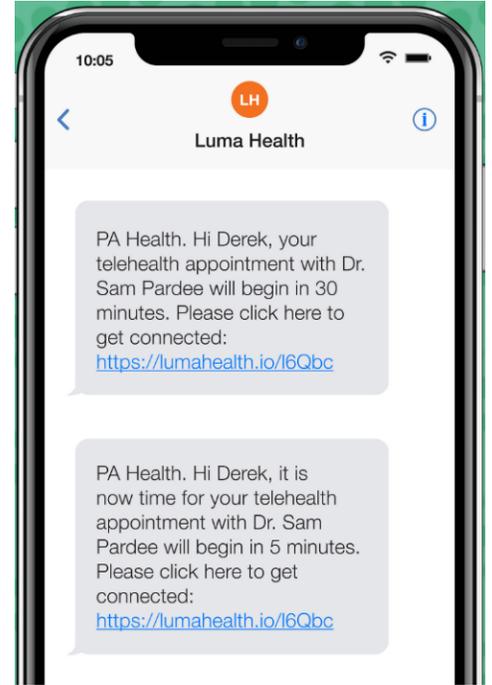
Sound and Video Testing

If this is your first video visit, please make sure that the camera and microphone on your phone, tablet or computer are ready. Any time before your visit, click this link on your phone or computer to run tests:

<https://networktest.twilio.com/>

Once all the tests pass, you are ready!

Video visits work with any of these:



	MacOS	Windows PC	iPad	iPhone	Android (phone/tablet)
Safari	✓		✓	✓	
Chrome	✓	✓			✓