

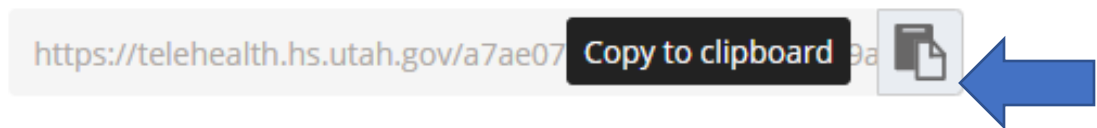
The DHS Telehealth system currently does not offer a simple solution to invite clients to participate in a telehealth meeting via text message. There is a workaround for this solution that requires providers to send an e-mail with the appointment link to the client cell phone. In order to do this, you will need the following information:

1. Client’s cell phone number
2. Client’s cell phone carrier (i.e., Verizon, AT&T, T-Mobile, etc.)

Instructions on how to invite a client through this method are outlined below:

1. Sign in to the DBH Telehealth system at providerstc.hs.utah.gov
2. Click on one of the “Waiting Rooms” (DBH – Adult MH, DBH – C&Y, DBH – Living Well, or DBH – Substance Use).
3. Click on the “Copy to Clipboard” icon on the right side of the page.

URL



4. Open Microsoft Outlook on your DBH computer or login to the DBH Webmail from any internet-connected computer by going to mail.dbhutah.org
5. Open a new e-mail to compose.
6. Paste the link that you copied into the body of the email.
 - a. It would be wise to also add additional verbiage to help the clients, such as, “Please click the following link to access your telehealth session.”
7. Enter your client’s cell phone e-mail address in the “To” field using the following guidelines, replacing “*phonenumber*” with the client’s actual phone number, including area code.

Cell Phone Carrier	Cell Phone Number E-mail Address
AT&T	<i>phonenumber@txt.att.net</i>
Boost Mobile	<i>phonenumber@myboostmobile.com</i>
Cricket	<i>phonenumber@sms.mycricket.com</i>
Metro PCS	<i>phonenumber@mymetropcs.com</i>
Sprint	<i>phonenumber@messaging.sprintpcs.com</i>
T-Mobile	<i>phonenumber@tmomail.net</i>
Verizon	<i>phonenumber@vtext.com</i>
Virgin Mobile	<i>phonenumber@vmobl.com</i>

8. Send e-mail message.
9. The e-mail will be sent to the client’s text message inbox where she/he will click on the link to check in for the appointment.

This tool will only work on smart phones or tablets that accept text messages, so if a client does not have a smart phone, this will not work, and you may need to conduct your appointment over the phone or explore other options to utilize the telehealth system.