

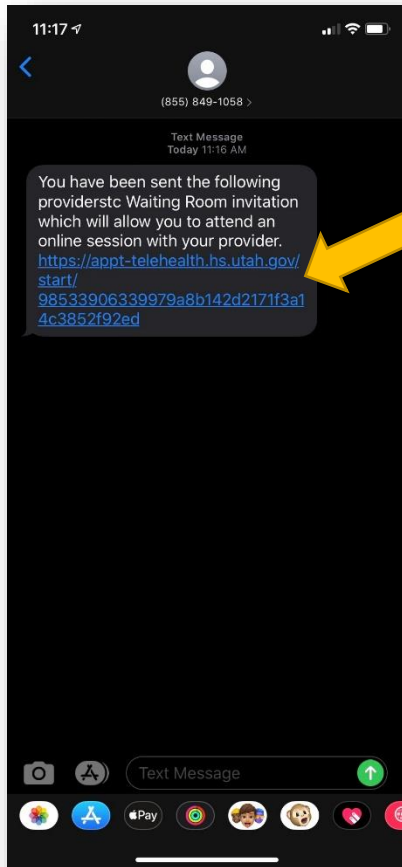
Tips to Having A Good Telehealth Meeting

- **Do not answer phone calls, open/switch to other apps, or manipulate your screen in any way** as these actions will cause the telehealth session to end as the system identifies these as breaches to the security of the session.
- Make sure that you have a strong cellular or Wi-Fi connection. The quality of your call depends heavily on the strength of your data connection.
- Avoid moving around during your session. Moving your device from one area to another may cause a change in signal strength and cause the connection to drop.

Client Instructions for Telehealth on an Apple (iOS) Device

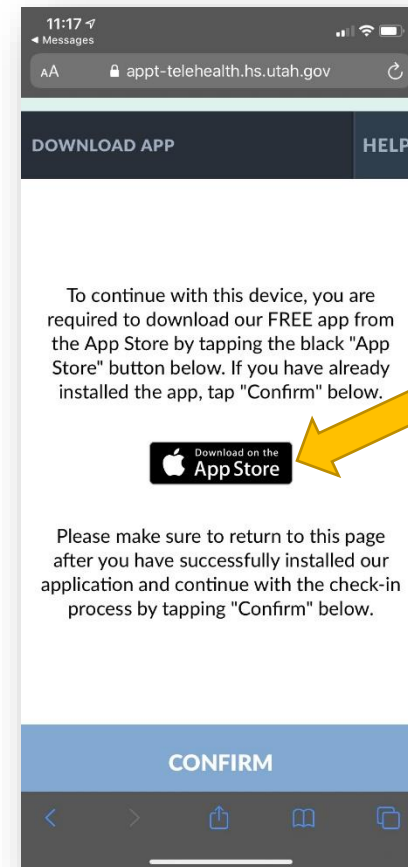
Step 1: Accept Invitation

Touch the link in the text message or e-mail invitation sent by your therapist and/or case manager.



Step 2: The first time you are invited to participate in a telehealth session you will be directed to the page below and prompted to download the DHS Telehealth app from the iOS app store.

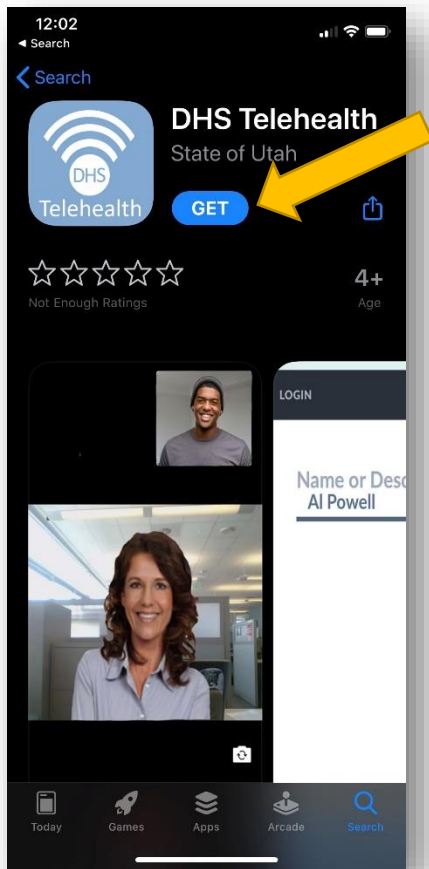
Click on the "Download on the AppStore" button to open the AppStore on your device.



Client Instructions for Telehealth on an Apple (iOS) Device

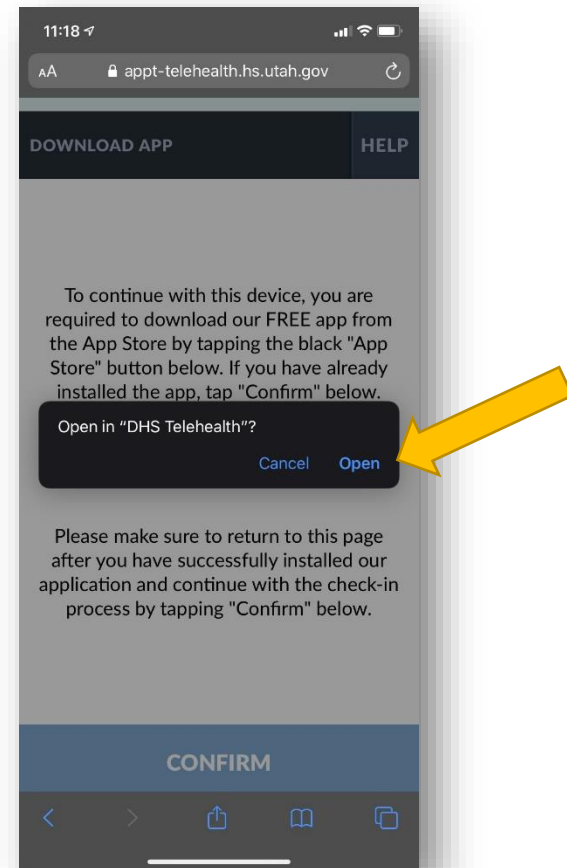
Step 3: Download the “DHS Telehealth” app to your device.

Touch the “Get” button and complete other prompts to download the free DHS Telehealth app.



Step 4: Open the “DHS Telehealth” app.

Touch “Open” on the popup window to open the app.





Client Instructions for Telehealth on an Apple (iOS) Device

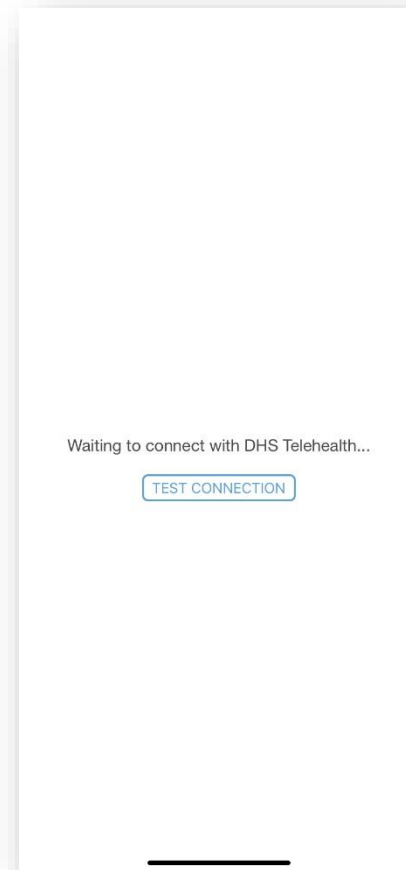
Step 5: Check-In for Your Appointment

Touch "Check-In" at the bottom of the screen.



Step 6: Wait for Your Provider to Arrive

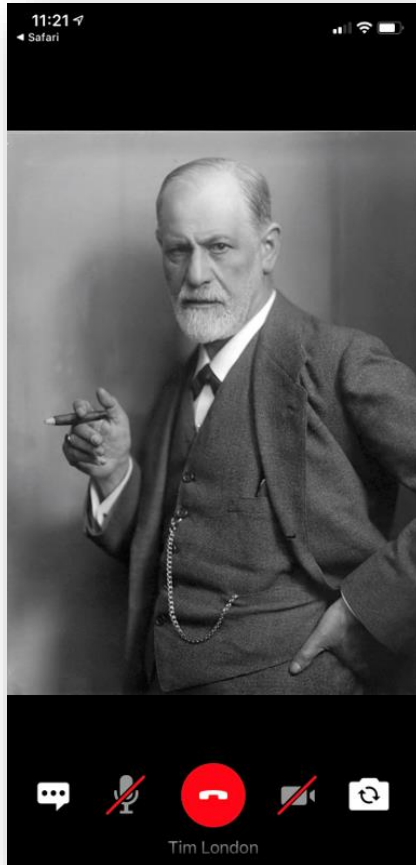
The following screen will load after successfully checking in for your appointment.



Client Instructions for Telehealth on an Apple (iOS) Device

Step 7: Participate in Your Session

When your provider joins the session, their image will appear on the screen and you are ready to complete your appointment.



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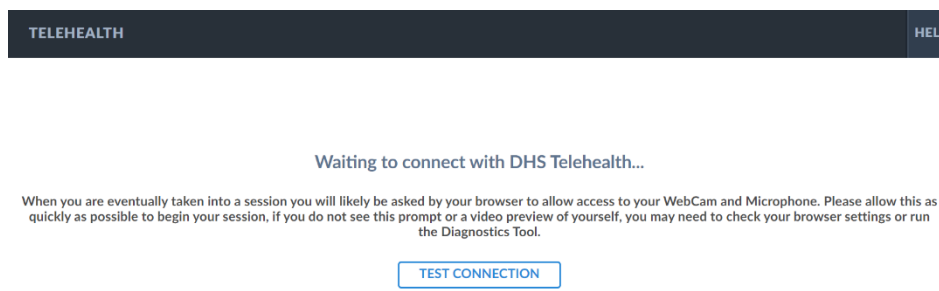
Client Instructions for Telehealth on a Computer or Android Device

Step 1: Copy and paste link provided by DBH provider into your browser (Google Chrome, Safari, and Firefox are supported).

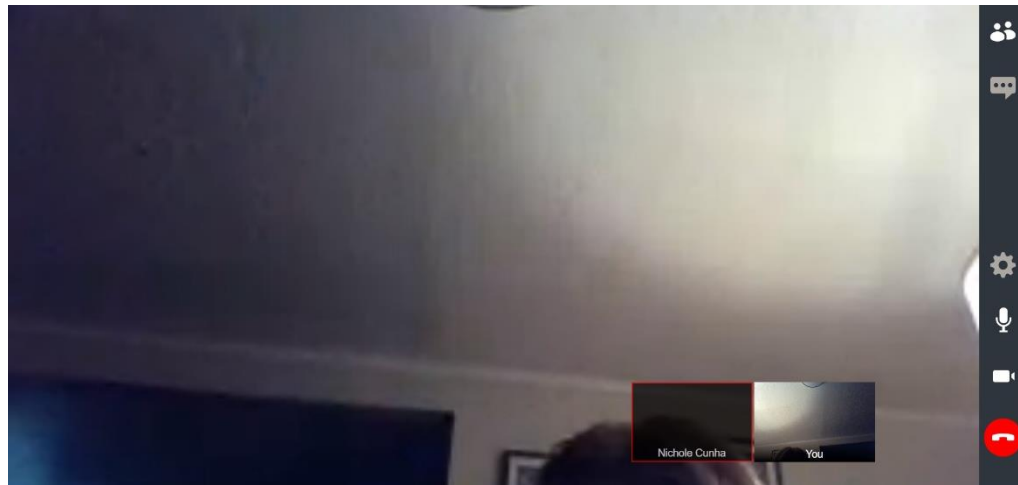
Step 2: Select check in



Step 3: Your client will see this while waiting on you to log on



Step 4: Once the provider connects to the client in the DHS Telehealth system, the video session will begin.



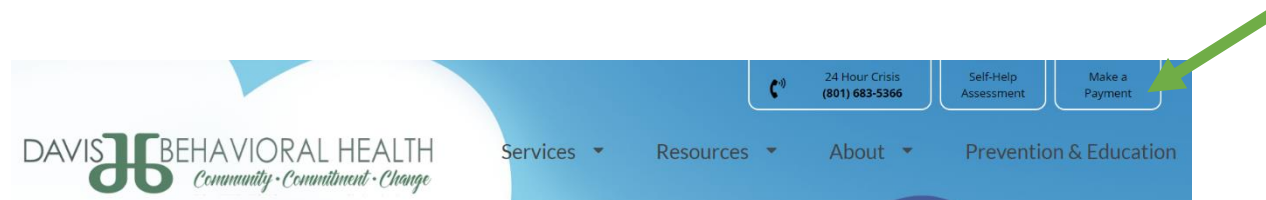
Collecting Co-Pays for Telehealth Services

The DHS Telehealth system does not include a method through which payment can be collected. Despite the different setting that telehealth operates in, clients are still required to meet their financial obligations to pay co-pays, etc. Clients who fail to pay the required co-payment at the time of service will be billed for amount on their monthly statements.

To make a co-pay for a telehealth appointment, clients may utilize either of the options below:

DBH Website

1. Visit the DBH website (<https://www.dbh.utah.org>) and click on the “Make a Payment” link in the top, right corner of the home page.



2. Please instruct the clients to enter their name in the Description field to ensure that the payment is posted to the correct account.

A screenshot of the 'Make a Payment' form on the Davis Behavioral Health website. The form is titled 'Make a Payment' and includes a section for 'Order Information'. Within this section, there are two input fields: 'Description' and 'Amount *'. A green arrow points to the 'Description' input field.

Billing Office

1. Contact the DBH Billing Office by calling 801.773.7060, select option 4, and ask to speak to billing.
2. A member of the Billing Office will assist the client in making the payment over the phone.