



## **PATIENT INTRODUCTION TO IN-HOME SERVICES**

### **Why Are We Switching to In-Home Services?**

In response to the widespread closures, recent regulatory changes and eased restrictions for telehealth related to the evolving COVID-19 crisis coupled with the growing demand for virtual care, Harbor Beach Community Hospital is expanding its service models to include an option for in-home care. The home-based services model moves health care outside of the clinics and primary care centers and into patients' homes. This would allow patients to continue to get the health care they need without having to come into an office. With in-home virtual care, healthcare organizations can continue to offer their patients access to health care while helping to contain the spread of COVID-19.

### **Frequently Asked Questions on Tele Behavioral Health**

#### **What Is Tele Health?**

Tele health is health care delivered through video in a secure, private place. Tele health has been proven to be as effective as in-person care.

#### **Will the Tele Health Session Be Recorded?**

No part of your session with the health clinician will be recorded.

#### **What Should I Do If I Am Having Trouble Seeing or Hearing My Clinician During an Appointment?**

Please immediately contact the staff at the clinic if you are unable to see or hear your clinician. The phone number is (989) 479-3291.

#### **How Will My Medical Records Be Updated?**

Your medical records will be updated by your clinician just as they would for a typical in-person session.

### **What Will Change With My Clinician?**

Nothing! You will have the same clinician as usual. The only difference is that you are located in your home instead of the clinic.

### **What Are the Requirements?**

For your in-home session, you will connect to your current clinician via real-time video. You will need the following:

- A laptop/desktop computer with a web camera OR an Apple or Android smartphone/tablet
- A secure, private setting in your home
- A strong and stable Wi-Fi connection (at least 3 Mbps)

To connect with your clinician, please [download the Zoom Client for Meetings app](#) here onto your computer or from the app store for mobile device.

Test your connection at <https://zoom.us/test> before your first online session. You can also run an internet speed test [here](#) to determine if your internet connection is fast enough for real-time video.

If you can't get the Zoom app to work, or your internet connection is slow, contact the clinic and they will let your clinician know to call you instead for the appointment.

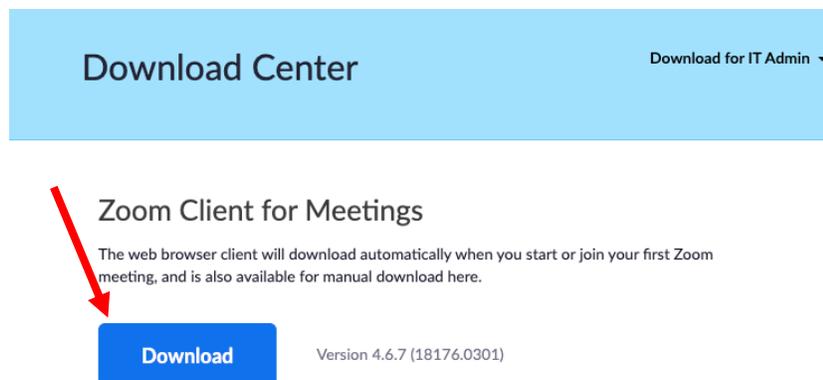
## Where to Have Your Online Session?

For your online session, we recommend finding a quiet and private room in your home. We understand you or your family might be isolated in your home, and we want to ensure your clinician respects this. He or she may ask you about others in the home or if there's anyone else in the room with you. You can minimize distractions by turning off televisions and shutting the door if possible.

Due to privacy concerns, you cannot have your session in a public place or in a moving vehicle.

## How Does This Work?

To connect with your clinician, please [download the Zoom Client for Meetings app](#) onto your computer.



Once the download is complete, you'll double click on the file to begin the install:

- Windows – Zoominstaller.exe
- Mac – Zoomusinstaller.pkg

You can also download Zoom onto your phone or tablet from the App Store for Apple or Android.

For your appointment, you'll receive an invite from the clinician via email. You can add this to your Gmail, Outlook, or other online calendar to receive reminders about your upcoming session.

For your session, please be prepared as you may be asked to

- show your photo ID to the camera
- provide your date of birth
- and verify your current physical address

For your online appointment, click on the **Meeting link** in your email invite or enter the Zoom **Meeting ID** into the Zoom app on your phone.

Ensure your volume on your computer or phone is turned up and your web camera is on.

You may be asked to share your camera and microphone. Always click **Allow or Yes** when prompted.

Your clinician may call you at the number provided if you have not joined the session after 5 minutes past the scheduled time.

**If you have any trouble connecting to your clinician, or you need to reschedule your session, please contact the clinic immediately at (989) 479-3291.**