Pauquette Center Telehealth Instructions

Follow These Instructions if using a Desktop or Laptop with a video camera:

1. Log in to your email and then look for an email sent from a Pauquette email address. Example: Clinic@Pauquette.com
2. Open up the email by clicking on it.
3. After opening the email you will be looking at an invitation for the session.
4. About a quarter of the way down the email you will see the words "Join Hangouts Meet" with a blue colored web address below it.
5. Click on the blue web address.
6. A page will come up with a camera view of yourself. On the right hand side of the screen you will either see the words "Ready to Join?" or "Request to Join?"
7. Below these words click on the option that says "Join now."
8. Once you join you will be connected to the session.
9. Your clinician may not be connected yet. If this is the case just wait in the "virtual waiting room" until they connect.
   a. Please note that if you join the meeting before your therapist, sometimes it times out. That's okay, you can just keep trying it.
10. Once both you and your clinician are connected you can begin the session.
11. At the end of the session click on the X in the upper right hand corner of the web page to leave the session.

Follow these Instructions if using a Smart device such as a Smartphone, IPAD, or Tablet:

First Step: Downloading the Application

1. If you have an Apple device (such as an iPhone or IPAD) go to the App store. This can be found by looking at your phone and finding the blue square that has the white A on it and underneath it says App Store.
2. If you have an Android device (such as a Samsung Galaxy) go to the Play store. This can either be found on the screen of your phone or by going to search and typing in Play store. Look for a white box with a blue/red/yellow triangle pointing to the right.
3. After getting into either the App store or Play store search for "Hangouts Meet by Google."
4. When this app is found click on the "Get" button which will start the download.
5. Once the app is downloaded on the phone you are set up to use your device for the Telehealth session.

Second Step: Opening the Session from your phone

1. Open your email on your phone. Typically your email can be opened through the email app on your phone. If not, open your internet app and search for your email server and log in.
2. Log in to your email and then look for an email sent from a Pauquette email address. Example: Clinic@Pauquette.com
3. Open up the email by clicking on it.
4. After opening the email you will be looking at an invitation for the session.
5. About a quarter of the way down the email you will see the words "Join Hangouts Meet" with a blue colored web address below it.
6. Click on the blue web address.
7. It is important to note that your device is likely to ask for permission to use your camera and microphone when they launch it. You need to accept those permissions or the audio/visual won't work.
8. A page will come up with a camera view of yourself. On the right hand side of the screen you will either see the words "Ready to Join?" or "Request to Join?"
9. Below these words click on the option that says "Join now."
10. Once you join you will be connected to the session.
11. Your clinician may not be connected yet. If this is the case just wait in the "virtual waiting room" until they connect.
    a. Please note that if you join the meeting before your therapist, sometimes it times out. That's okay, you can just keep trying it.
12. Once both you and your clinician are connected you can begin the session.
13. At the end of the session click on the X in the upper right hand corner of the web page to leave the session.

Follow these Instructions if you do not have an email address and are receiving a text with the Web Address:

1. You will receive a text message from the Pauquette Center.
    a. Please note that the text may come from an unknown phone number but it will be labeled.
2. Open the text message and in it you will see a URL/Web Address.
3. If you are using a smart phone you can copy the web address and paste it into a new web browser.
4. If you are using a computer you can type the web address into a new web browser.
5. Click enter once the web address is entered.
6. A page will come up with a camera view of yourself. On the right hand side of the screen you will either see the words "Ready to Join?" or "Request to Join?"
7. Below these words click on the option that says "Join now."
8. Once you join you will be connected to the session.
9. Your clinician may not be connected yet. If this is the case just wait in the "virtual waiting room" until they connect.
    a. Please note that if you join the meeting before your therapist, sometimes it times out. That's okay, you can just keep trying it.
10. Once both you and your clinician are connected you can begin the session.
11. At the end of the session click on the X in the upper right hand corner of the web page to leave the session.

Signing Telehealth Consent Form:

1. Before your first telehealth session you will be asked to sign a telehealth consent form.
2. This will be sent to the email address that you provided to the Pauquette Center.
3. After logging into your email, look for an email sent from a Pauquette email address. The email will be labeled "Pauquette Center Paperwork Needed."
4. After opening the email you will notice blue underlined words saying "click here to begin"
5. Click on those words.
6. Another screen will come up with the blue words "click here to begin." Click on those words.
7. Please take the time to read the telehealth consent form.
8. After doing so, use your mouse/cursor to sign your name in the white box near the words "client signature."
    a. If the client is a child or adolescent, have him or her sign in the client's signature box and the parent sign in the white box near the words "parent signature."
    b. After signing the document, click the on the button at the bottom left hand side of the page that says "next."
9. A new screen will come up saying the paperwork was submitted. When this happens you can then exit out of the window by clicking the x in the top right hand of the page.
10. It is important to note that you will receive a consent for Pauquette Center. This does allow you to do Telehealth with any Pauquette Center provider at any location.