

TELEHEALTH APPOINTMENTS

What Does It Mean And Why Should You Care?



What Is a Telehealth Appointment?

Telehealth allows patients to communicate with a healthcare provider using technology face to face. All you need is a phone or device with internet to continue your medical care while protecting yourself and your healthcare provider from COVID-19. Speak with your doctor to determine whether telehealth is appropriate for you.



Why Use Telehealth Now?

Although the WCCHC is a COVID-19 safe environment, telehealth helps with decreasing your contact with healthcare facilities, other patients, and healthcare staff in order to reduce the risk of COVID-19 and keep you and your family healthy

What Are The Benefits Of Telehealth?

- Allows you to talk to your doctor over the phone or computer face-to-face
- Saves on travel time and transportation costs
- Reduces wait time for seeing your provider
- Reduces number of visits to the clinic
- Reduces possible exposure to COVID-19 or other illnesses



When Can You Schedule a Telehealth Appointment?

- Screening for COVID-19, testing recommendations, and guidance on isolation or quarantine
- General health care (wellness visits, blood pressure control, advice about non-emergency illnesses)
- Request prescription refills for medications
- Mental health counseling

What Are The Device Requirements?

Computer/Laptop

- Most recent version of Google Chrome, Firefox, or Safari

Android

- Update your device to the most recent operating system

Iphone/Ipad

- iPhone 6 or later with the most recent operating system



Scan me and test your device!



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OTTO VIRTUAL VISIT

Patient Guide

Before You Join Your Visit:

- **Make sure you are in a private, quiet room with reliable internet**
- **Make sure your device's software is up to date**
- **Don't forget to run a quick test on your device prior to your appointment to make sure you are on a supported device connect.ottohealth.com/video/test (Or scan the QR code on the front page)**

Joining Your Visit:

- 1. Locate your email or text message from OTTO Health containing your visit link**
 - **If you do not see an email from OTTO, please check your junk/spam folder in your email**
 - **If you still do not see an email, or have not received a text message, reach out to your provider's office.**
- 2. Click the link in the email/text to see your provider**
- 3. You will be taken to a welcome page where you can click the button that says "GET STARTED"**
- 4. You will be prompted to complete a few questions that will be shared with your provider**
- 5. You must agree to the Terms of Use and give your consent to access your visit**
- 6. Once those requirements have been met, click the button that says "JOIN VISIT" and then "START". Your provider, or member of your care team, will connect with you as soon as they are ready.**
 - **You must allow access to your camera and microphone to proceed with the visit.**
 - **If you are using headphones they must have a microphone**
 - **Please make sure your device's volume is up**
 - **You can send your provider a message by clicking the chat bubble symbol on your screen**
- 7. Once you have finished your visit, click the button that says "END VISIT" and complete the brief survey**

