On the day of your Telehealth Visit appointment you will receive a text and/or an e-mail message to your smart phone (or e-mail address). These messages are sent by Nuvance Health staff members directly to you via Backline Telehealth. Backline Telehealth is a web-based platform, which allows you ease of access to connect with your provider without having to sign up or download an app.

1. To begin, tap on the link in the body of the text message/e-mail



*Image of Text Message Link Above

The 413203 108 PM backline-no-reply@akariobl.com A Staff Nember of Nuvance Health Medical Practice wants to start a consultation with you ter terminer. A						
CAUTOR: This email originated from outside of the organization. Do not click on lock or open attachments unless you recognize the sender and locow the content is safe.						
Greetings,						
A Staff Member of Nuvance Health Medical Practice wants to start a consultation with you JOIN NOW: https://bi.akar.io/Und80 https://bi.akar.io/Und80 +						
Learn more about Backline and how you can text Patient Health Information securely according to HIPAA,						
For patient confidentiality, if you believe you are not the intended recipient of this secure message, please do not open the link.						
Thanks!						
The Backline Team						

*Image of E-mail Link Above

- 2. Once you click on the link you will need to confirm and enter the following information:
 - a. First Name
 - b. Last Name
 - c. Date of Birth

1:08 ◀ Messages				''II 🕹 I		
ΑА	🔒 bac	kline-heal	th.com		C	
🛞 Backline						
Secure Message from A Staff Member of Nuvance Health Medical Practice (Access expires in 2 hours)						
Confirm your	Confirm your identity 18452062034					
Enter your lega access this se Sr). First Name	al first and cure mess	last name and age. Do not in	l date of birl clude a suff	th below to ix (e.g., Jr,	D	
Last Name						
Date Of Birth*				Ē		
MM/DD/YYYY	Confirm	and View N	/lessage			
Backline product your hea personal	What is a HIPA that allow lithcare p I health in	At is Ba A-compliar vs you to ch roviders whi iformation.	ckline at messagi at securely ile protecti	?? y with ing your		
<	>	ᠿ	Ш	Ģ	D	

3. Automatically, a blue banner to 'Confirm and View Message' appears. Click **blue banner**

Enter your legal first and last name and date of birth below to access this secure message. Do not include a suffix (e.g., Jr, Sr).				
First Name				
Alex				
Last Name				
Friday				
Date Of Birth*				
01/01/1990				
MM/DD/YYYY				
Confirm and View Message				



He message that was sent to you from a staff member will appear



4. You will see a message that states that an Exam Room was started. Tap **Enter**



Nuvance Health

Ambulatory Informatics v.6.2.21 Once you have selected Enter for the waiting room, click on the orange banner at the top of your screen to verify your camera and microphone

1:09 ◀ Messages		.ıl ≎ 🖸				
AА	backline-health.com	S				
Backline						
You have not verified your Audio/Video connection. Click here to verify camera and microphone access before your exam.						
Lois Lane Exam Room	Ţ					
	Tuesday, April 13, 2021					
A Staff Mem	ber (Nuvance Health Medical arted the conversation.	Practice) st				
A Staff Mem edic	ber added Lois Lane (Nuvand al Practice) to the conversatio	e Health M on.				
A Staff Mem	A Staff Member (Nuvance Health Medical Practice) jo ined the conversation.					
Secure mess	aging application for Protecte ormation.	d Health Inf				
Exar Lois. room video	n Room created for Patient: L External participants will join after they have completed th o capability test.	ane, the neir				
U Type	a message (Shift + Enter f	···· >				
<) <u>ů</u> (C				

6. You will be notified that a Connection Test is required, click **Begin Test**



 When prompted, allow Backline-health.com to access your camera and microphone, click Allow

"backline-health.com" Would Like to Access the Microphone and Camera				
Cancel	Allow			

8. You will conduct a quick test to verify you can see and hear yourself—to confirm click **Yes**



- When you have successfully completed your tech check, you will be notified in the body of the exam room that you are *Ready for Telehealth*
 - Alex Friday is ready for telehealth
- 10. A notification box will pop up asking you to open a secure video session, click **Accept**



You may be prompted to grant access to your microphone and camera again, if so, click **Allow**





11. After you have clicked **Accept** for the video call you will see a *Join Exam Room* page. On this page you have access to adjust your audio and video settings. Once you are ready, Click **Join Now** to connect with your provider.



12. Once you have Connected, you will see your Clinician in the middle of the screen and yourself in the lower left corner of your screen

Your connectivity strength will appear in the upper left corner of your image, along with your name on the bottom left.

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13. To end the call, click on the **Red Disconnect** button

You can use the on screen controls to adjust your video and audio settings:

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