Joining a Telehealth Appointment

There are two ways you can join your Telehealth appointment. You can either log in to the Patient Portal or use the link we send to you via email 24 hours before your appointment start time.

Email

1. Check your email inbox for an email that looks like the following:

Hello Poy,

This is an invitation for your Telehealth appointment with Provider,Telehealth.

When: Tuesday, April 23, 2024 10:00 AM PST (Pacific Standard Time).

To join the appointment click this link: Join the appointment

Thank you,
Mindful Support Services

(425) 640-7009

2. Select the link that is circled in Red.
3. First, you will be asked to confirm your last name and date of birth.

Confirm Patient Identity

Patient's Last Name *

Birth Date *

Confirm

4. After selecting the "Confirm" button, you will see the waiting room which displays the status of your appointments:

TEST ASSOCIATE	1:00 PM	Complete
	February 29, 2024	
TEST ASSOCIATE	2:00 PM	Join Call
	February 29, 2024	
TEST ASSOCIATE	4:00 PM	Join Call
	February 29, 2024	...waiting for provider

5. If the Provider has not begun the appointment yet, you will not be able to select the "Join Call" button. Instead, it will say "...waiting for provider."
6. Once the Provider has started the call, you will have the option to select the "Join Call" button.
7. Once the Provider has admitted you to the Zoom call, the appointment will begin.

Patient Portal

You can access the Patient Portal on our website, here. Select "Patient Portal" and signing in using the credentials you set up during your intake call.

1. In the patient portal, select "Appointments"
2. Select "Upcoming"
3. Select "Join Waiting Room."

Profile Appointments Messages Bills Prescriptions Forms Records

Claire T. ⌄ Upcoming 1 Schedule New History Log Out
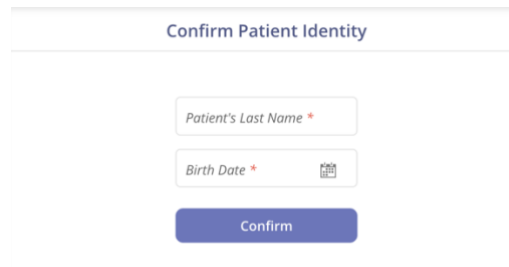
1 TELEMEDICINE for **Test,Claire**

TELEMEDICINE | ASSOCIATE, TEST

Thursday | February 29, 2024 | 06:00 PM | Join Waiting Room

4. First, you will be asked to confirm your last name and date of birth.

Confirm Patient Identity

Patient's Last Name *

Birth Date *

Confirm

5. After selecting the "Confirm" button, you will see the waiting room which displays the status of your appointments:

TEST ASSOCIATE	1:00 PM February 29, 2024	Complete
TEST ASSOCIATE	2:00 PM February 29, 2024	Join Call
TEST ASSOCIATE	4:00 PM February 29, 2024	Join Call ...waiting for provider

6. If the Provider has not begun the appointment yet, you will not be able to select the "Join Call" button. Instead, it will say "…waiting for provider."
7. Once the Provider has started the call, you will have the option to select the "Join Call" button.
8. Once the Provider has admitted you to the Zoom call, the appointment will begin.

Common Telehealth issues and Troubleshooting Guidelines

Enable Pop-Ups

Ensure that pop-ups are allowed on your browser. Select your browser below to get a guide on how to allow pop-ups.

- Chrome (preferred browser)
- Safari
- Mozilla/FireFox
- Microsoft Edge/Explorer

Clear Cache and Cookies for "All Time"

This will help reset the browser if there have been recent updates that the browser has not caught. Select your browser below to get a guide on how to clear Cache and Cookies for "All Time".

- [Chrome](#) (preferred browser)
- [Safari](#)
- [Mozilla/FireFox](#)
- [Microsoft Edge/Explorer](#)

If your connectivity issues persist, please submit screenshots/screen recordings to our team at issues@mindfultherapygroup.com.

[Click Here to be taken to our website.](#) Scroll to the bottom of our website for our contact information. Our team is ready to help you with any issues you might experience.