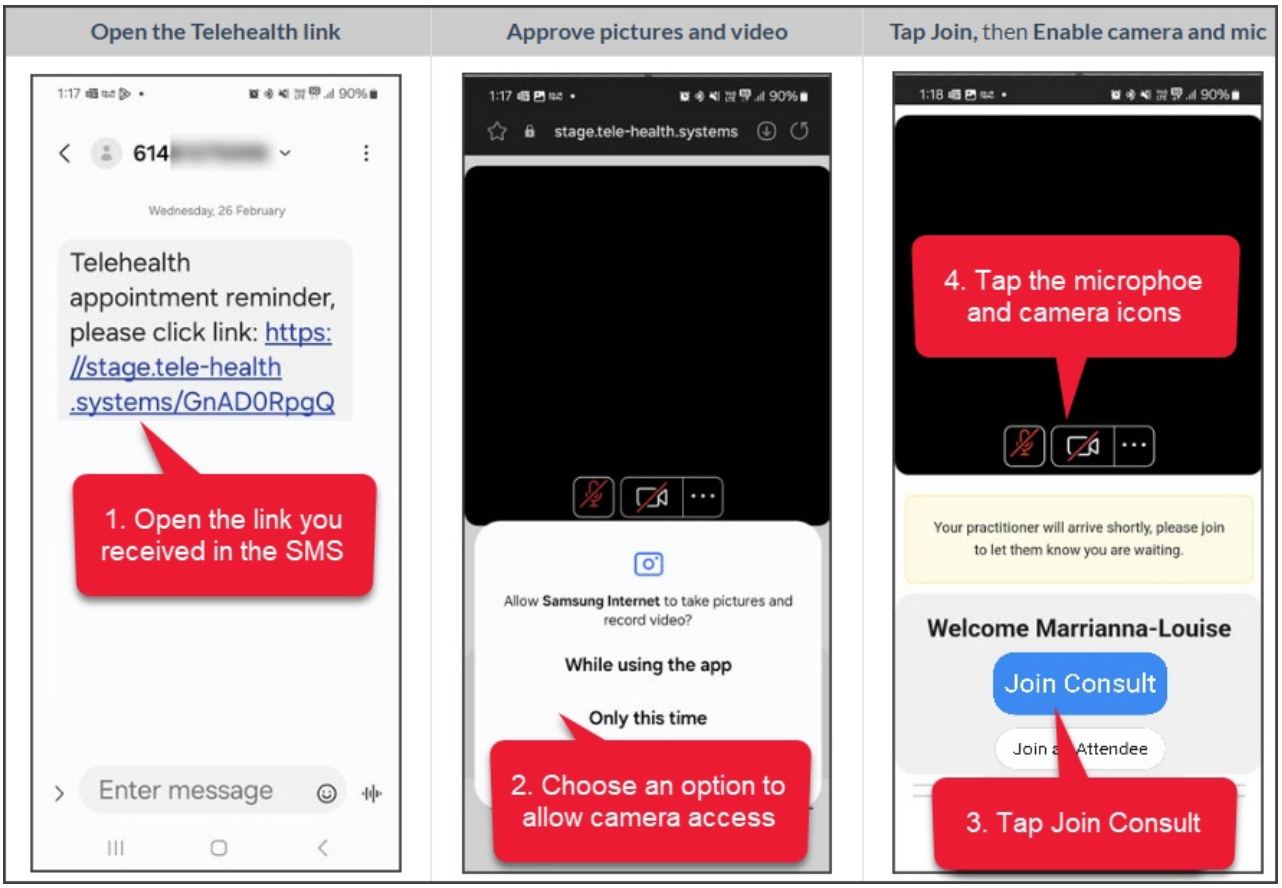
Telehealth patients quickstart

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This guide is for patients joining a Telehealth consultation using an SMS (text message) sent to their phone.

How to join a Telehealth call

Please follow the four steps in the screenshots below to join the consultation.



Multi-participant Telehealth calls

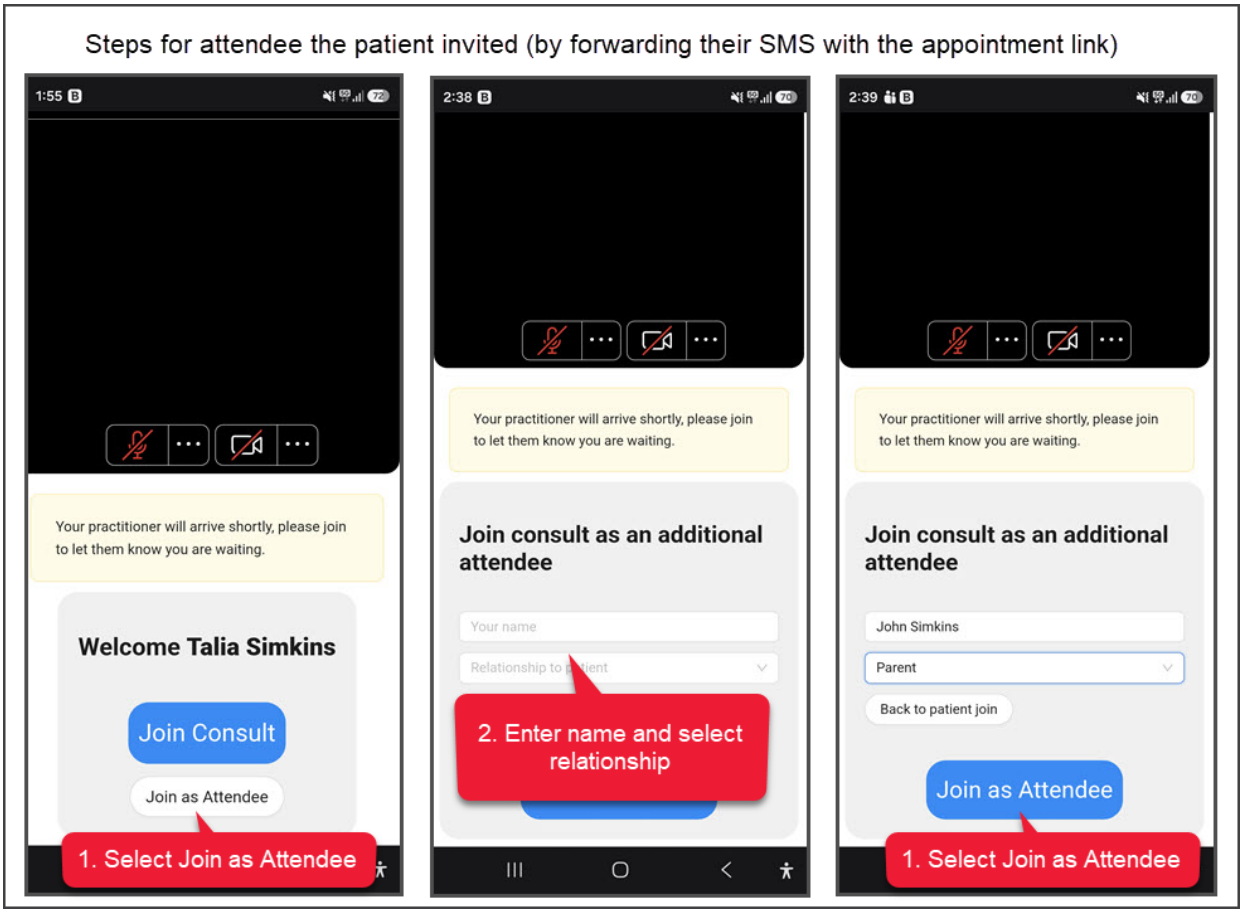
Multiple people can join a Telehealth consultation.

To invite another person:

1. Forward your Telehealth SMS message to the other attendee.

   This SMS is usually sent 15 minutes before the appointment.
2. Advise the other person to select **Join as Attendee**.

All participants will appear on screen and can see each other's video feeds.



Useful tips

- If you disconnect or leave by mistake, tap **Rejoin** to reconnect or reopen the Telehealth link sent to you.
- You will not be able to select **Join** until 30 minutes before the scheduled appointment time.
- If you join before the appointment starts, you may need to wait for the doctor to arrive.
- The link you were sent is valid for up to 24 hours and can be used multiple times.
- Moving the appointment to a later time will generate another SMS.
- Make sure you are using the link in the most recent SMS.
- Hold your phone's camera in front of your face so the doctor can see you.