ICANotes
Behavioral Health EHR

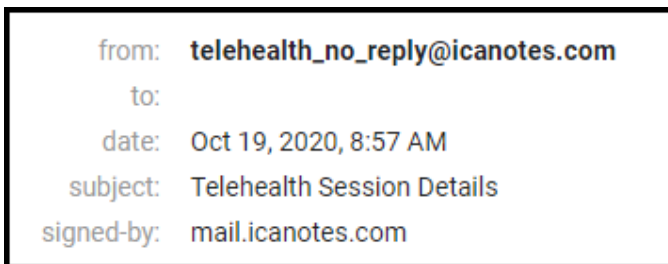Dashboard /   Knowledge Base   /   Telehealth Patient Experience

Telehealth Patient Experience

ICANotes understands that a great patient experience is a high priority. The information here should help familiarize you with what they will experience and, hopefully, address any questions and concerns that they might have.

Patient Experience

Patients will receive their invitation to join their telehealth session via email or text message, depending which option you selected using the start telehealth session button in ICANotes.

The email will come from 'Telehealth_no_reply@icanotes.com' and the subject line will be Telehealth Session Details'

from:	**telehealth_no_reply@icanotes.com**
to:	
date:	Oct 19, 2020, 8:57 AM
subject:	Telehealth Session Details
signed-by:	mail.icanotes.com

This is an example of the email:

The link contained in these messages is valid for 5 click attempts or 1 hour.

Once the patient enters the telehealth session, they will be prompted to speak a few words as a test to see if they can hear themselves.
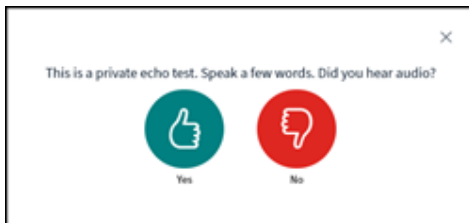
Patients will also be prompted to allow access to their microphone & camera. They must click allow.
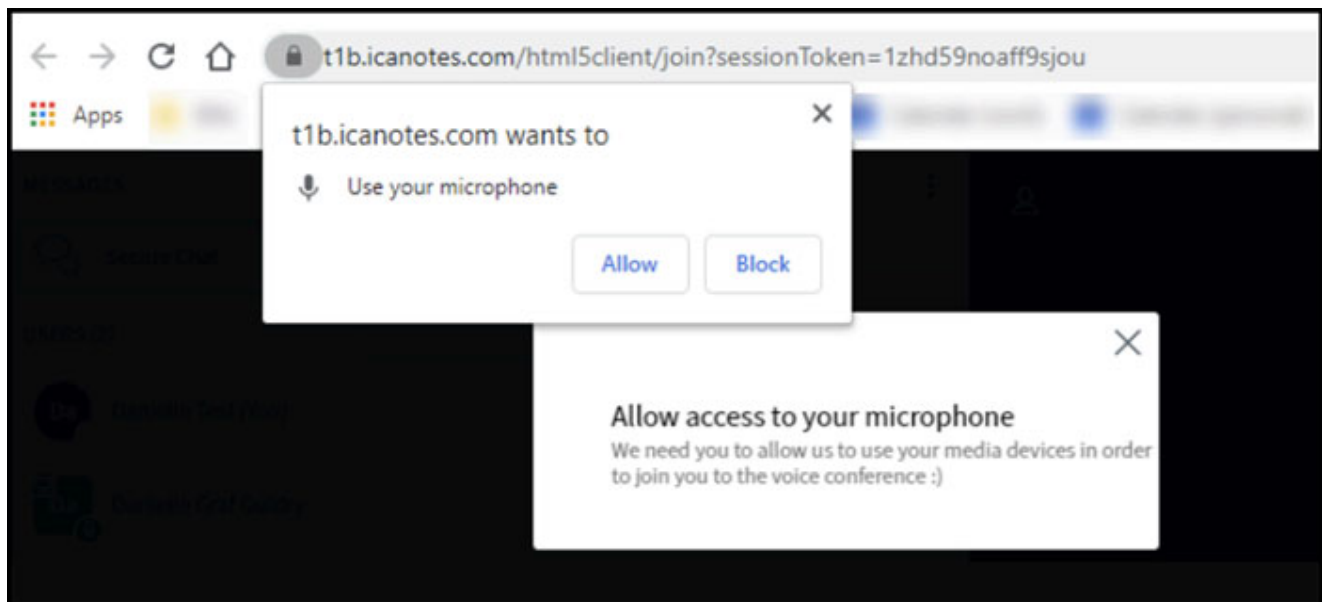
They can also set this permission for the site by clicking on the Lock Icon.
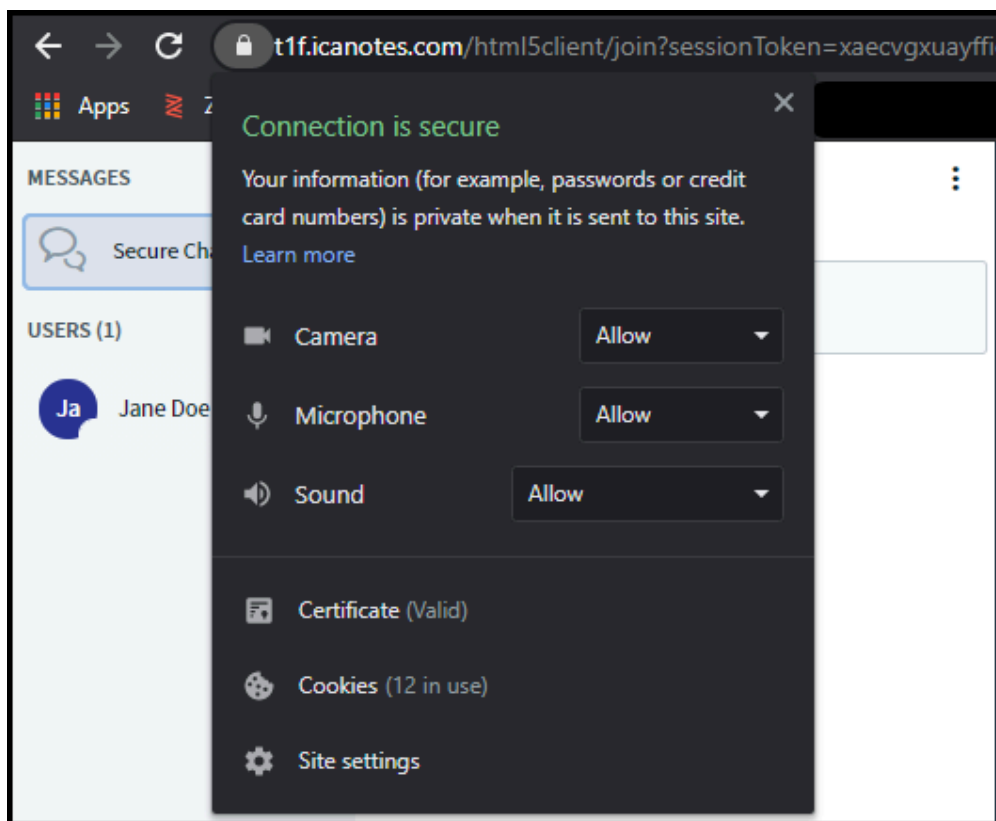
The controls at the bottom of the screen allow the patient to join or leave audio and enable & disable their camera.

Patients can use the secure chat feature to communicate with you.

Devices & Browsers

Patients should access their telehealth session using a compatible device and browser.

- Windows computers are compatible with Chrome & Firefox.
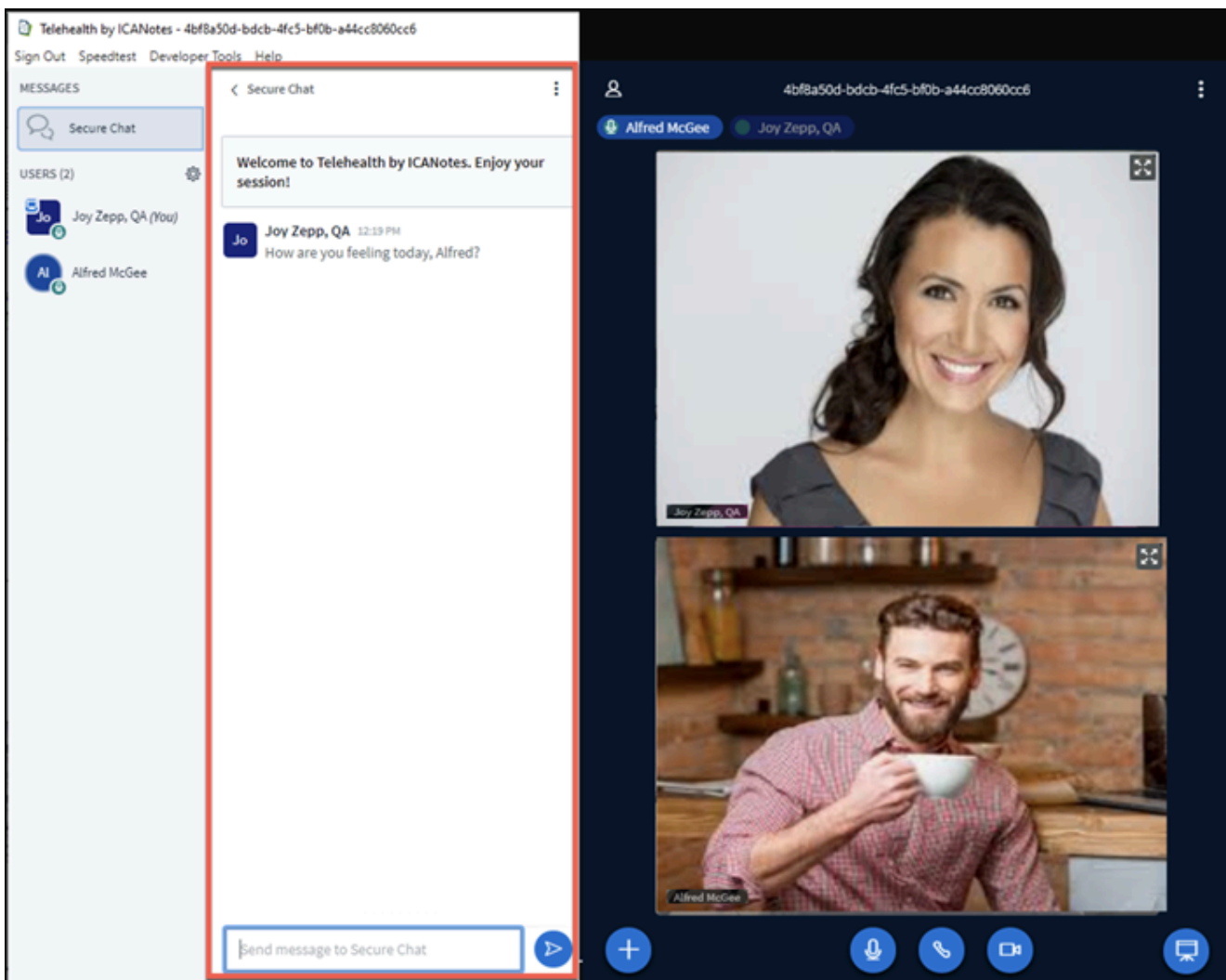- Mac computers are compatible with Chrome, Firefox & Safari.
- Android smartphone & tablets running Android 6.0 or later and Chromebooks are only compatible with Chrome.
- iPhones & iPads running iOS 12.2 or later are only compatible with Safari.

For the best possible experience, we recommend closing all other tabs & applications and disabling browser extensions. We also recommend ensuring the browser is updated to the most recent version. Some browser extensions may interfere with the video and/or audio.

Devices and browsers not listed above are not recommended nor supported.

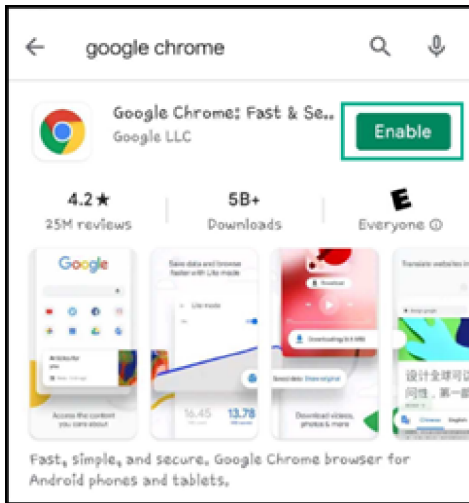**How to Install Google Chrome Browser for Android:**

Open the Play Store on your Android phone.
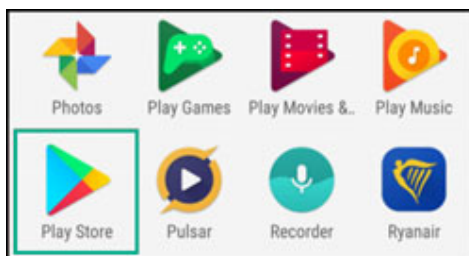
Search for 'Google Chrome' and select the app from the search results.

Tap the 'Install', 'Enable' or 'Get' button on the Google Chrome page.

(The button title may vary based on your version of Android or if you already have Chrome installed and are not using it.)

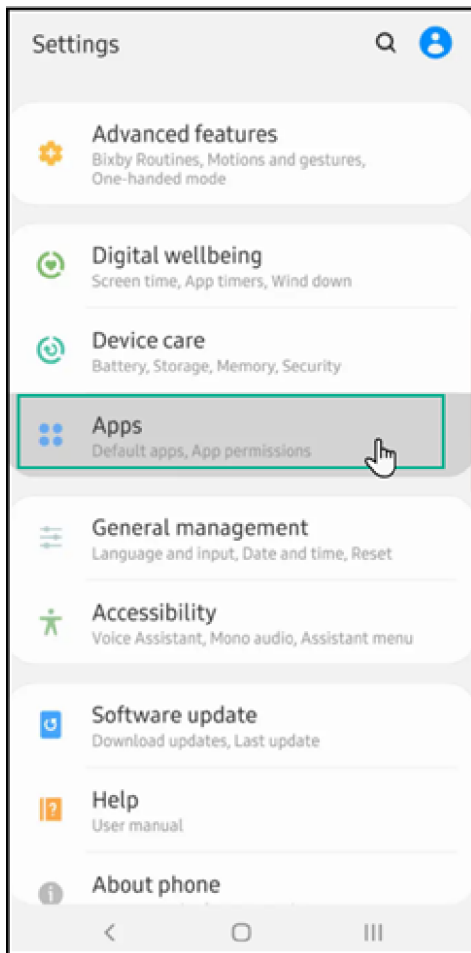Google Chrome will be downloaded and finishes the installation automatically.

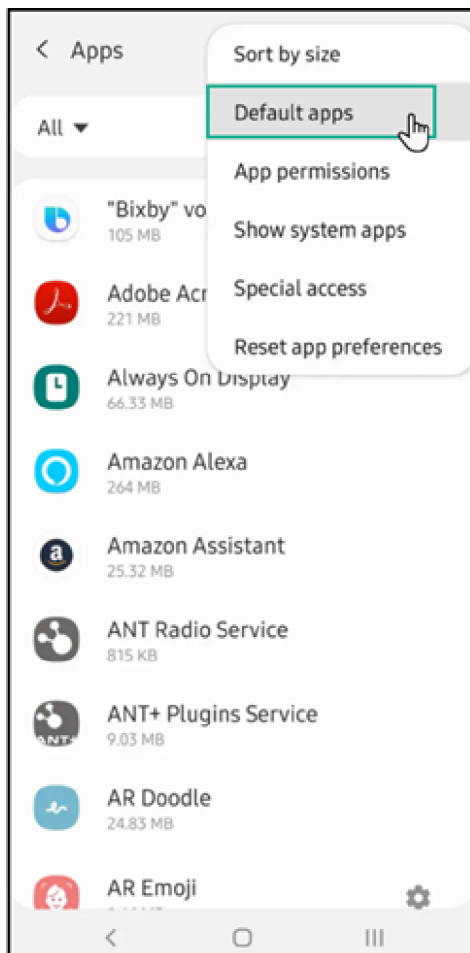Tap 'Open' once the installation is completed to launch the browser if you would like.
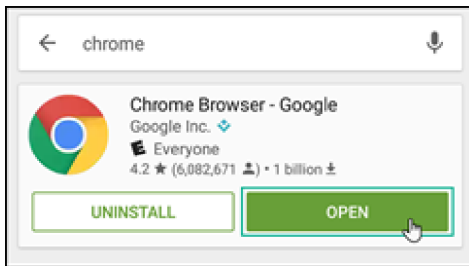
How To Change The Default Browser On an Android Phone:

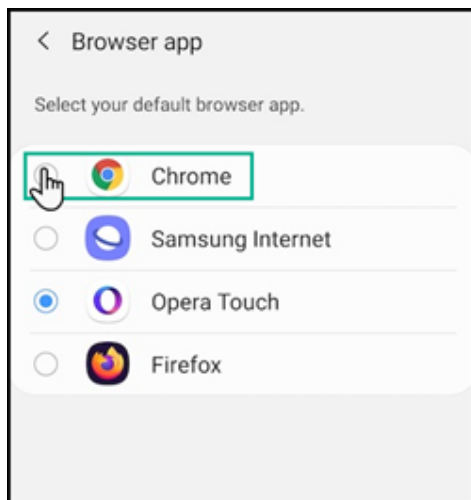Access your Device Settings (The Icon will typically look like a gear).

Select 'Apps'.

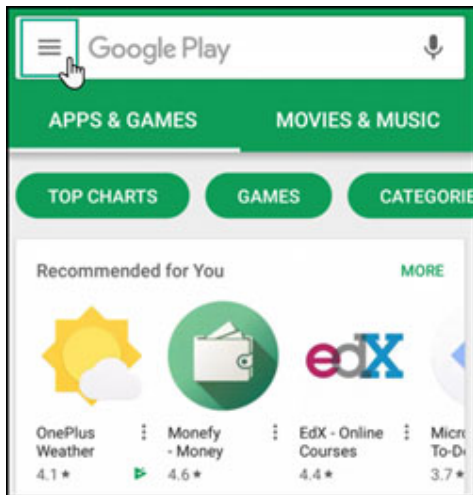Touch the 3 dots at the top right, then Select 'Default Apps'.

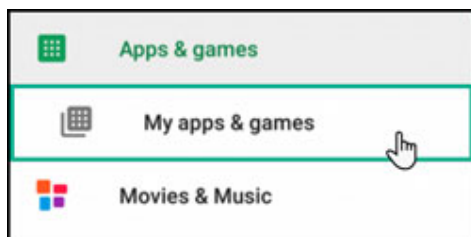Select the Chrome app, then tap Back until you arrive at your Home Screen.

Your phone will now open all links in Chrome, since it is the default browser.

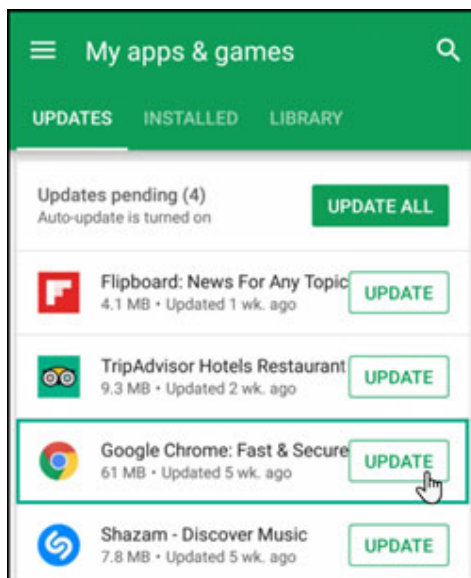**How To Update Google Chrome Browser on Android:**

In the Play Store, touch the 3 lines at the top left.

Tap My apps & Games.

You will see all of the apps & games that have pending updates. Locate Google Chrome and tap 'Update'.

The information regarding the Installation, Setting a Default Browser and Updating Chrome is also contained in the attached PDF, that can be shared with patients.

⌲ Google Chrome For Android.pdf

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