

Step 1. Log onto CPS Portal and create account. Message provider consenting to Telehealth.

*Please **log onto the Comprehensive Pain Specialists' Patient Portal and create account.**

You must have an email address to create an account. You may have also been sent a password reset email or an invitation to join the portal. Here is the direct link to the portal-

<https://13334.portal.athenahealth.com/>. If you are unable to connect to portal, please contact our office at 303-469-3182 or info@comprehensivepainspecialists.com.

* After logging onto portal, under the messages section on the portal, please **send your Provider a message "I consent to being treated via telehealth."**

****** If we do not have this consent, we are unable to conduct a telehealth appointment******

Step 2. Prepare for Virtual Appointment

*Please remember to have any scale, Blood pressure cuff, thermometer, pulse oximeter or a smart watch available during your appointment as this will be helpful for your provider.

* Virtual telehealth appointments are 20 minutes. They are only for your scheduled time.

Please make sure to have your questions ready.

* Your provider will need to be able to have a video chat with you in order to conduct your appointment. You may use your smartphone, tablet or computer, but whichever device you choose must have a webcam/camera.

*You do *not* need a Doxy Me account to connect to your provider via Doxy Me.

*Read below instructions on how to "enter waiting room" and "check in with provider."

*****Google Chrome  is the recommended internet browser to use for your appointment.**

Step 3. APPT DAY

*Please **enter into waiting room 15 minutes prior to your appointment time.**

*Please **check in by typing out your full name and clicking check in.**

*Click "Allow" to allow microphone and webcam for your visit.

***Wait.** Your provider will join you when it is your time. Please be respectful of the provider's time and do not join waiting room before or after your scheduled appointment time, as they are with other patients during this time.

******Please understand that if you do not virtually check-in 5 minutes after your scheduled appointment time, you will need to be rescheduled******

Enter Provider Waiting Room

You will simply connect to your provider's waiting room through the Comprehensive Pain Specialists Website. On the CPS Website, go to the provider profile page and click the "**Enter waiting room**" of your appointment provider. You may also click the link on the home page "Connect to Telehealth", and it will direct you to the provider profile page to enter the waiting room. See below example of entering the waiting room.



Alternatively, you may also enter your providers individual doxy me address (listed below) into your search browser to enter waiting room.

*Bailey, Sarah – doxy.me/cpsbailey

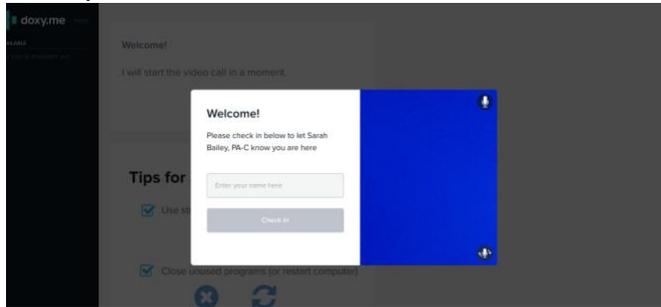
*Resnick, Leah - doxy.me/cpsresnick

*Stoneburner, Josh - doxy.me/JoshCPS

*Viehman, Kristen - doxy.me/cpsviehman

Check in with Provider

Enter your full name and click “check in.” See example below.



Guidelines for Telehealth Visits :

***** if these are not followed, appointment may need to be rescheduled**

Avoid distractions during the visit

Please try not to answer the door or phone during your visit.

Make arrangements for the care of children or other dependents or have a quiet activity planned for them.

Turn of background noises like TV's, music, etc.

Please dress appropriately, as if you were coming to the clinic in person.

Refrain from using any type of substance that may alter your participation during the visit.

Try not to sit with a window or bright light behind you (best light comes from in front of you).

If need caregiver or family member participation, please make sure that they are with you.

Avoid use of other devices requiring network services (Netflix, Amazon Prime, Xbox, etc.) to ensure you have a good connection.

Doxy Me Flyer “Getting Started for Patients”

In step #2, you would enter your specific provider’s address.

doxy.me/cpsbailey

doxy.me/cpsresnick

doxy.me/joshCPS

doxy.me/cpsviehman

Chrome is the preferred browser.

1 Use a computer or device with camera/microphone



PC and Mac
Chrome | Firefox | Safari

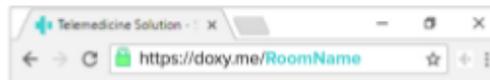


Android
Chrome



iOS
Safari

2 Enter your clinician’s doxy.me web address into the browser

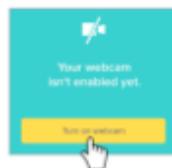


3 Type in your name and click check in



- ✓ Secure
- ✓ No software to download
- ✓ HIPAA compliant
- ✓ No registration needed

4 Allow your browser to use your webcam and microphone



5 Your care provider will start your visit

Call Tips

- Have a good internet connection
- Restart your device before the visit
- Use the [Start Visit](#) button in the waiting room
- Need help? Send us a message <https://doxy.me>