



## Steps to Join Your Telehealth Appointment

**We are changing our telehealth platform and here are the steps to follow:**

1. First, you will receive a **text** and **email** with a link from **MindWise**. You can join from either the text or the email notification.

1. The text will come from **(615) 544-6113**.

- The text message will say:  
“You have a tele-health appointment with clinician “[*Provider Name*]” scheduled for [*Date & Time of Your Appointment*]. At the time of your appointment, please use this link to join your telehealth session.”
- **From the text message**, tap on the <https://home.mindwisehealth.com/guestlink> telehealth link.

2. The email will come from **MindWise Health**  
<[solutions@mindwisehealth.com](mailto:solutions@mindwisehealth.com)>

Below is what the email will look like:



**Hi [Patient Name],**

You have a new tele-health appointment with clinician "Provider Name" scheduled for 03/12/2025 1:00 PM CT.

To join the appointment, please use the following link:

[Join](#)

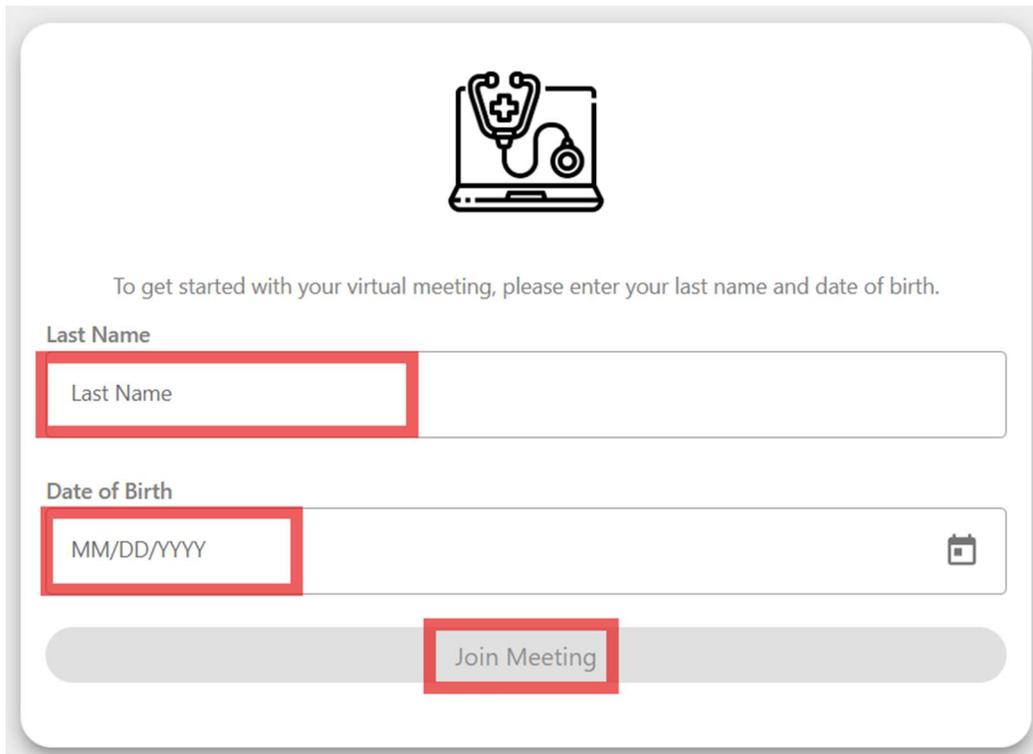
Tips for your tele-health visit:

- Please join 5 minutes early to ensure your connection is working.
- Use a device with a camera and microphone for the best experience.

Thank you!

- Within the email, click on **Join**.

2. Once you have clicked on one of the links, you will enter your **Last Name** and **Date of Birth**.
3. After entering your information, click on **Join Meeting**.



To get started with your virtual meeting, please enter your last name and date of birth.

Last Name

Last Name

Date of Birth

MM/DD/YYYY

Join Meeting

4. Next, enter your name then click on **Enter Meeting**.

## Welcome to Meetings

Let's join PATIENT, TEST - Adult - F/U 20

Meeting ID

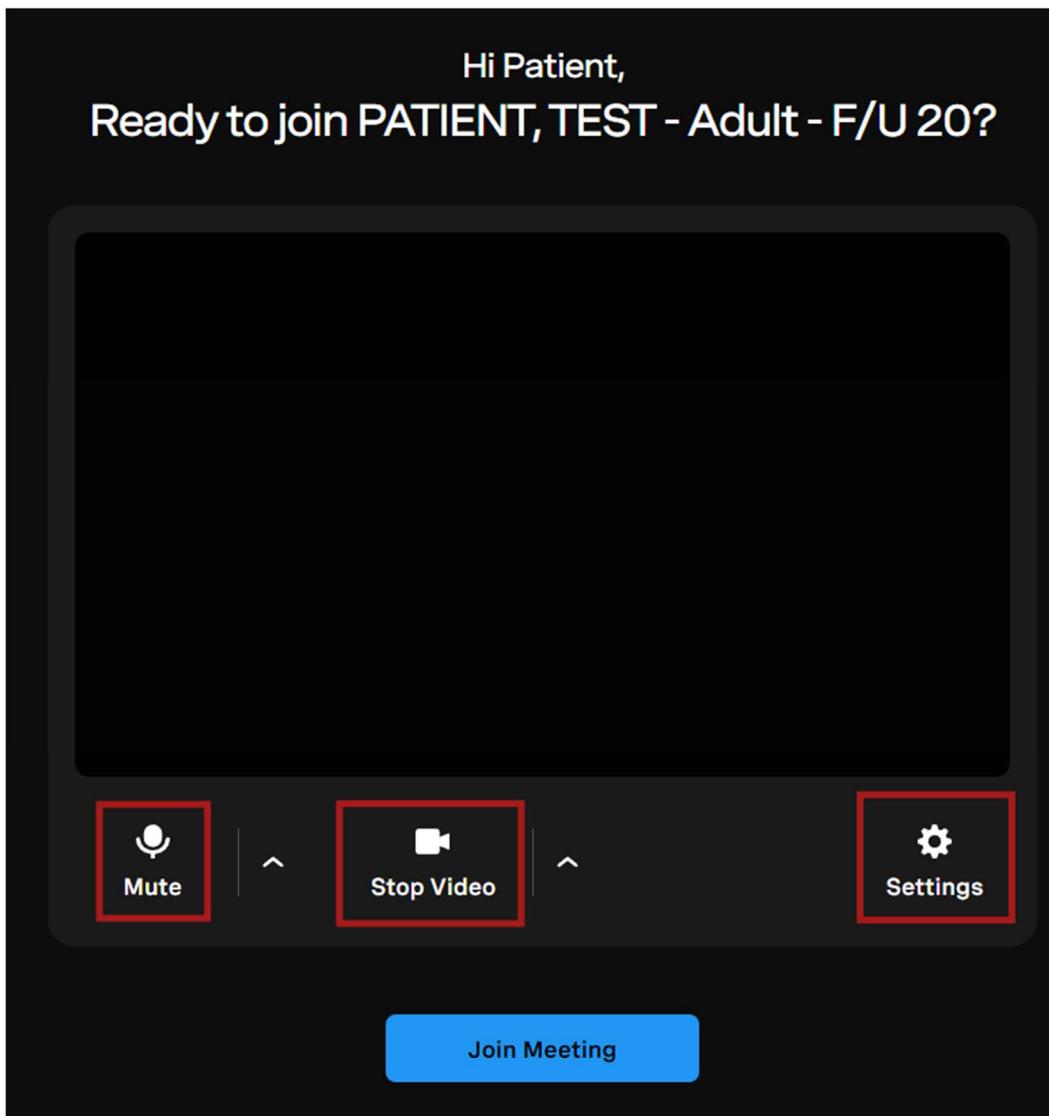
 479451827

Enter your name

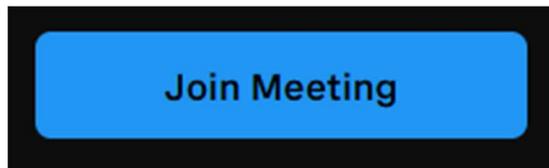
 Your name is...

Enter Meeting

6. When first joining a call on a new device, a pop up will appear asking to "use your camera and microphone" - **You must select Allow**, so you can be seen and heard.
7. Before joining the telehealth meeting, you can adjust your camera or microphone settings if needed.



8. When you are ready, click on **Join Meeting**.



9. You will then enter the waiting room. Once your provider is ready, they will let you in and start the telehealth meeting.

