



ORANGE
OASIS HEALING

Preparing for Your Telehealth Visit

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Please ensure that you are in a **private location** and have the ability to speak confidentially. You may want to use **headphones or earbuds** for the duration of your session to ensure confidentiality and privacy. **Please check your audio and video prior to the session.** Ensure you have a stable and reliable internet connection. We strongly recommend you access your telehealth appointment via computer as your clinician or peer may share documents, files, and resources with you during your session. We also recommend having a journal (or piece of paper) and pen/pencil available for your session as you may be invited to complete in-session prompts, reflections, etc. **Please download the PracticeBetter app for clients and the Zoom Meetings app.** Prior to your session, ensure that these apps have been updated to avoid any delays in joining your telehealth session.

Appointment Reminders

You will receive appointment confirmation messages from Practice that include the day and time of your appointment. An OOH staff member will also reach out to you directly prior to your session to confirm your upcoming session.

Accessing Your Appointment

When you log into your PracticeBetter Client Portal (<https://orangeoasishealing.practicebetter.io/>), you will see all of your upcoming appointments. You will also receive a Calendar Invitation from your clinician or peer that includes your Zoom link for your appointment. Note: the Zoom meeting platform is the primary platform that will be used for all Orange Oasis Healing telehealth appointments. Please remember that you will need to "unmute" yourself upon being admitted to the Zoom meeting.

Equipment Needed for Your Telehealth Visit

- A computer, tablet, or phone (no applications or software to download).
- An external or integrated webcam.
- An external or integrated microphone.
- An internet connection with a bandwidth of at least 10 Mbps.

We recommend an Ethernet cable over WiFi when possible to ensure you receive the best possible connection through your internet provider.

[Click here to test your internet speed](#)

Contact Us



240-272-7772



www.orangeoasishealing.com



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Starting Your Telehealth Appointment

You will meet your clinician or peer using a HIPAA compliant Zoom link or via the PracticeBetter link. Your OOH staff member will begin the video call when it is time for your appointment. It is suggested that clients are ready about 5 minutes prior to their appointment.

Issues Accessing Your Zoom Link

1. Text your clinician or peer that you are having difficulty accessing or finding your link.
2. Email your clinician or peer to let them know you are having issues accessing your appointment's Zoom link.
3. Call or Text the following OOH staff phone number at 240-272-7576 and let us know that you are having difficulty accessing your session.
4. Call or text the OOH COO, Mary Lee, to make them aware that you need access to the Zoom link and/or are having issues accessing your scheduled session. Mary's number is 240-272-7604.
5. Join the PracticeBetter appointment link (backup) and let your clinician or peer know that you cannot access Zoom and are joining the session using the PracticeBetter link.

Issues with Audio or Video During Your Appointment

On the Zoom Meeting platform, you will have an option to join audio via an external device (i.e. phone or tablet). If your clinician or peer cannot hear you, they will call you on the phone number you have provided on the Client Portal. The remainder of the session will take place via phone if there are issues connecting your audio and video on the provided telehealth platforms.

Re-scheduling Your Appointment

Should you need to re-schedule your appointment, please use your clinician or peer's Zoom scheduler. Ex. To re-schedule an appointment with Doc, navigate to <https://scheduler.zoom.us/doc>. In the "Additional Notes" session, include that this appointment request is a re-scheduled appointment.

