



How to Prepare for a Video Appointment with your Horizon Treatment Team

Many members of your Horizon treatment team including your Clinician, Provider, Nurse, Recovery Coach and/or Care Coordinator can now conduct your appointment via video.

A video session allows you access to care while you cannot visit in person.

Before the Day of your Appointment



Identify a private location for your appointment

This should be a place where you can be alone, uninterrupted, for the duration of your video session. Ideally, find a place with good lighting for the video and an appropriate background. This might be a room in your home or could be in your car. You can also use headphones if you are worried others may hear.



Check your technology

Download the Telehealth App if you have not already done so in the [App Store](#) or [Google Play](#). Consider what technology you will use. This might be your computer, an iPad, or your mobile phone. Be sure to complete enrollment and your connectivity check to ensure your camera and audio work, and check that the location for your video session has a strong internet connection. Check out the hyperlinks below to see additional resources.

- [How to Enroll on a Computer](#)
- [How to Enroll on the App](#)
- [How to Check Your Computer's Readiness](#)
- [How to; Smart Device Readiness Check on the App](#)



Prepare your thoughts

Think about what you want to discuss. What would be most helpful for you right now? Make notes if that helps you.



Charge your devices

If you are using a phone or a laptop, the internet and video usage will require a charged battery.

On the Day of Your Appointment

Get ready for your video session

On the morning of your appointment, your device should be fully charged or have the power cords. Check your email for the login link to access your video session. Contact the clinic to resend it if you cannot find the email. About 15 minutes in advance, have your technology ready and make sure your space is quiet and without distractions.



Do not forget...

Make sure you have any notes about what you want to discuss. Have a pen and paper in case you need to take notes. Bring reading glasses if you need them. Have the phone number for the clinic in case you need technical support.



Start Your Appointment



Sign in and get started

About 3 minutes before your appointment, sign into the App and wait for your session to start. Make sure the camera is at about eye level. Your treatment team member will join and usually start by asking your name (first time sessions), your current location, and other basic details. The video session should last the same amount of time as an office visit. Make sure you ask any questions you have before you sign off.

- [How to Log In to the App](#)
- [How to Log In on a Computer](#)



Your next session

You and your treatment team member will schedule your next session at the end of the visit. Please continue to tell them if there are issues or you are uncomfortable with this format. They understand it is an adjustment – it is for them too!

For additional resources and “How-Tos,” please visit our [website](#).

For additional assistance, contact your clinic today!

