Preparing Patients for their Telehealth Appointment

After you have scheduled the Webex telehealth appointment, send the patient a follow-up email to share best practices for joining a Telehealth consult.

Follow these steps so the patient has everything they need to join their appointment

1. Create and send a Webex Meetings invitation to the patient and care team.

2. Send a follow-up email with the example text below:

   Subject Line: Get ready for your next telehealth appointment

   Getting started with telehealth

   We've scheduled your appointment, now you just need to look out for your Cisco Webex invitation. Once you get your invitation, you can join the meeting by clicking Join Meeting, which will redirect you to a Webex browser window.

   For tips on getting started, check out our Best Practices for Telehealth Patients attached.

   To include a family member at the appointment with you, forward the Webex email invitation to their email address so they can join too.

   Sincerely,
   [Healthcare facility]

3. Don't forget to attach the Best Practices for Telehealth Patients document.

Cisco Webex