Our healthcare facility is now using telehealth to offer patients virtual consults from their home.

What you will need
• A working laptop, tablet or smart phone— with a front camera.
• A fully charged device, or access to power.
• An internet connection.
• A well-lit space so the doctor or nurse can see you.
• A quiet space to reduce distractions.
• Headphones that connect to your device for clear audio and to protect your privacy.

How to get started:
1. Access your upcoming appointment information from your Epic calendar.
2. Open your upcoming telehealth appointment.
3. Click the “connect with video’ icon.
4. You will see up to 3 options to join your telehealth appointment:
   • To join from your desktop browser, select Launch in Hyperspace.
   • To join from your iOS or Android mobile application, select Pass to Haiku.
   • To join from your iOS iPad tablet, select Pass to Canto.

Start your telehealth consult:
1. Enter the virtual waiting room.
   • Check your camera, make sure you’re well lit.
   • If you need to, change your camera source.
2. Test your microphone.
   • We suggest using headphones with a microphone for clear audio.
3. Join the appointment by clicking “Start meeting”.

In the appointment you can:
• Mute or unmute yourself.
• View or close your selfview.
• Share your screen. 🌐 We suggest just sharing only the application you wish to share, if possible, instead of sharing your whole screen.