



Client Telehealth Instructions

The continuation of your care is of the utmost importance to us, especially during this public health emergency. As a result, we are offering our Outpatient clients access to telehealth services with your provider. Our RingCentral Meetings application has been identified to provide live, interactive audio/visual transmission. Please read the important information below to take advantage of this service.

Requirements: Client must possess a smartphone (Android or IOS operating system) or personal computer/laptop/tablet with camera ability.

Downloading the Software Application

Depending upon what phone/computer operating system you use, you will need to download the RingCentral Meetings application in order for your provider to be able to communicate with you. Here is the icon and operating standards. You can also go to https://support.ringcentral.com/s/download?language=en_US for more info.



	Version	Updated	Windows	Mac	Linux	Android	IOS
RingCentral App ⓘ	20.2.1	2/26/20	64-Bit 32-Bit 64-Bit for IT (MSI) 32-Bit for IT (MSI)	Download	-	Download	Download
RingCentral Meetings ⓘ	19.4.151918 19.4.23042 19.4.153053 7.0.1	Mac 12/22/19 Win 12/22/19 iOS 12/22/19 Linux 9/19/19	Download Download for IT (MSI)	Download	Download (Red Hat v7+) Download (Fedora v22+) Download (Ubuntu v14.04+) Public Key	Download	Download

Next Steps:

Your provider will text you a meeting invite link to your phone. Click on the text link you receive and it will take you automatically to the video session. Just make sure the "Start Video" icon is disabled on the lower portion of the screen so you can see your provider.

Payment/Consent:

Your provider will inform you that you will need to pay for services before your session begins. Our Front Desk will be available to accept payment over the phone via Credit Card. They will send you a receipt via regular mail. You will be asked if you wish to store your credit card on file so future sessions can be automatically billed. Your provider may also give you information on telehealth privacy and security information to ensure that you are informed when you consent to this type of service.

Please note, for clients who are under our care for medication management, the following applies:

Prescribers will be in touch with you during scheduled appointments via phone or Telehealth app.

In order to obtain medication as prescribed without any interruption, please call your prescriber's phone line at West Bergen as usual: - for prescribers in Ramsey: 201-934-1160, extension: 7210 - for prescribers in Ridgewood: 201-444-3550

Please request your refills in a **TIMELY MANNER**, at least one week before you run out of your medications. Thank you for your cooperation.