**Northern Light Health**℠

The Telehealth Support Services Team is a valuable resource for Northern Light Health patients. The Telehealth Support Services Team can be contacted either by the office or by the patient. Using this service helps ease the stress of patients trying to connect to their providers virtually.

## Sending a Message to the Telehealth Help Desk Pool Using Message Center

➢ Begin in **Message Center**.

➢ Select the **Communicate** button.

➢ Search for the desired patient and start the **In-Between Encounter** process.
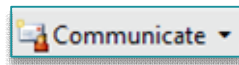
- Do <u>NOT</u> select an encounter from the Patient Search window.

➢ In the New Message window, click the binoculars to the right of the **To:** field.
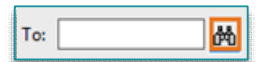
- Click the **Pool** option.

- Type the Pool name (**Telehealth Help Desk**) in the search field.

- Double-click the **Telehealth Help Desk** from the pool list to add it to the "**To:**" field.
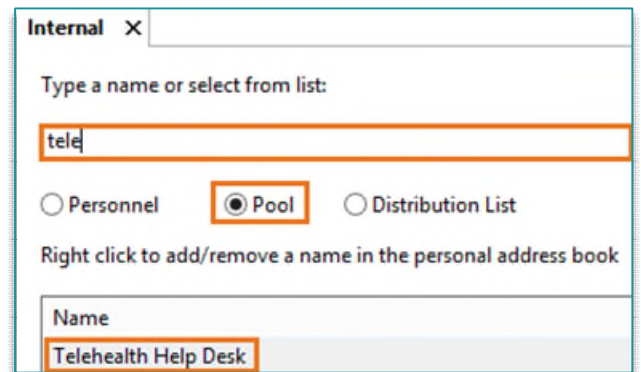
NOTE: Select the "Add to Personal Address Book" option to save this pool as a favorite contact in your Personal Address Book.

- Click **OK** to close the Search window.

- In the body of the New Message, use the **/telehealth_hedreferral** auto text.

- After entering the auto text, click **Send**. This alerts Patient Support Services to contact the patient needing assistance.

How a Patient Contacts Telehealth Patient Support Services

If a patient is having difficulty with their telehealth visit, the patient can be transferred or given the Telehealth Support phone number or email address for further assistance.

> **DIRECT PHONE NUMBER: 833-217-9640**

> **EMAIL ADDRESS: telehelpdesk@northernlight.org**

List of Issues the Telehealth Support Team Is Able to Address

➢ Device Issues

➢ Appointment Issues/Questions

➢ Patient Portal Proxy Requests & Questions

➢ Patient Portal Password Reset

➢ MRN Inquiries

➢ Patient Portal Registration Request

➢ Patient Portal Website/App Questions

➢ Patient Portal Security Question Issues

➢ Patient Portal Navigation/Instruction Issue

➢ COVID-19 Questions related to test results in the Patient Portal (we do not offer clinical interpretation of test results)

➢ Online Pre-registration tool password resets

➢ Missing COVID-19 vaccinations from Electronic Health Record

➢ Common Well opt outs