HCS edHealth & Wellness

How to Access Telehealth

One to One is offering Telehealth to Hamilton County Schools employees starting **Tuesday, March 24th, 2020**. At this time, **Telehealth is for Sick or Well Visits.** While our Telehealth providers are able to diagnose and treat most health related concerns, it is possible the provider may feel that you need to be referred to another level of care at an outside facility. Please see directions to access telehealth below:

1. Call 423-558-3111 and request a telehealth visit. Please be able to provide a valid email address. You must have access to a computer or mobile device to access a telehealth visit.

1a. If this is your first visit—You can expect 2 emails to follow after the appointment has been scheduled

- The first email will give you directions on how to set up your patient portal. Please be sure to follow these instructions (See flyer-How to Register for Your Patient Portal)
- The second email will confirm your appointment date and time and provides a **link and access code to use** when your appointment time arrives

1b. If you are a returning patient—please watch for your email appointment confirmation and access link and code

2. How to access your appointment—There are two ways to access your appointment

2a. Email Confirmation—You can access your appointment by clicking on the link in your email appointment confirmation (See flyer - How to Access Your Appointment through Email Confirmation)

2b. Patient Portal—You can also log into your patient portal to access your visit. Log in at this link https://app.myhealthspot.com/ . This will take you to your dashboard page (See flyer-How to Access Your Appointment through Patient Portal)

For more information on HCS edHealth & Wellness please visit our website at www.hcsedhealth.com

HAMILTON COUNTY SCHOOLS

one to one HEALTH