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March 19, 2020

Telehealth Update

Dear Patients of Indian Health Board:

We are offering telehealth appointments moving forward! Telehealth appointments are available for individuals who need to speak with a medical or behavioral health provider over video calling. Patients will download and use the Zoom Mobile App.

How we do telehealth:

1. Patients will call Registration to schedule an appointment.
 - a. Medical: 612-721-9800
 - b. Counseling & Support: 612-721-9845
2. We request that patients complete the Telehealth Informed Consent Form before their appointment. This is not a requirement at this time but we appreciate it if patients do.

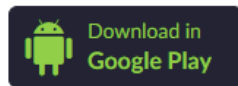
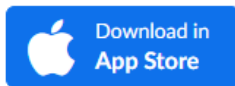
Patients can send the forms to the office by mail or email: telehealth@ihb-mpls.org

We ask that patients learn more about video calling by reading our forms and how-to documents on our website.

- a. Go to www.indianhealthboard.com, three forms are located under the "Telehealth" menu.
 - b. **Three forms are available for download. Two consent forms and a How-to document.**
3. Patients will receive instructions to access the Zoom Mobile App. Download the Zoom Mobile App on smart devices (phone, iPad, tablet, etc.)

Zoom Mobile Apps

Start, join and schedule meetings; send group text, images and push-to-talk messages on mobile devices.



4. When the patient is ready to enter their appointment, open the Zoom Mobile App and wait for instructions from the provider to "Join a Meeting."
5. Each patient will receive a unique meeting number and password to enter into the Zoom Mobile App.
6. Patients will be prompted to enable video calling, click to agree. Telehealth appointments begin with the provider reviewing the consent form. Patients are given the opportunity to consent to telehealth. The provider MUST see the patient's face.

Indian Health Board is ready to serve your needs. Please continue to take care of yourself and others. If you have questions about telehealth please speak with Tia Shaw, Health Information Manager at 612-721-9830.

Sincerely,

PATRICK ROCK, M.D.
Chief Executive Officer