

Welcome to OnCall

A Client's Guide to Virtual Care at PATH Behavioral Healthcare



PATH
Behavioral Healthcare

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Getting Started with OnCall

Setting Up Your Account

Step 1: Check your email for an invitation link from your healthcare provider. As soon as your provider or clinic schedules an appointment for you, we'll send you an email notification to keep you informed. To get started, simply click on "HERE" to create a password.

Hi Patient Z,

Provider X has invited you to a video appointment on January 1, 2024.

Follow the steps below to register your account in advance of your appointment.

First Time User?

We strongly recommend setting up your account and the app at least 24 hours before your appointment.

1. Click [HERE](#) to visit your account.
2. Follow the prompts to create your account.

If you are logging in on a mobile device, you will be prompted to download the mobile application from the Apple App Store or Google Play Store.


Setting Up Your Account (Cont.)

Step 2: You'll be directed to a page where you can set a password. We recommend choosing a password that's both secure and easy to remember. 🗝️

Please set a password

**Your appointment is at
12:00 PM Eastern Daylight Time**

Password



Your password must have a minimum of 8 characters.

Confirm Password

Submit

By continuing, you consent to [services](#) and [privacy policy](#).

App Download

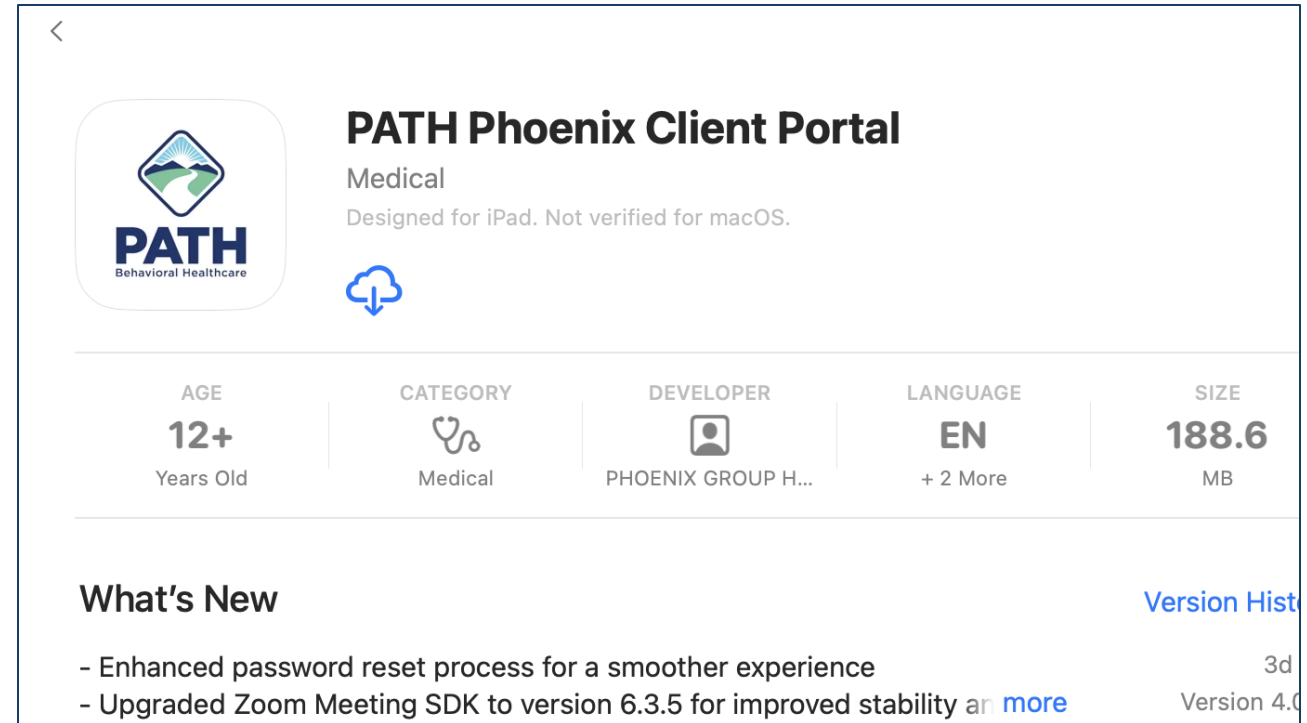
Once you've successfully set a password for your account, you'll be redirected to download the app that your provider will use to connect with you. (If you are logging in on a mobile device)

- Google Play Store

- <https://play.google.com/store/apps/details?id=com.pathihc.connect&pli=1>

- Apple App Store

- <https://apps.apple.com/us/app/path-phoenix-client-portal/id6478545990>



The screenshot shows the app page for "PATH Phoenix Client Portal" on the Apple App Store. The app is categorized as "Medical" and is designed for iPad. The developer is "PHOENIX GROUP H...". The app is available in English (EN) and has a size of 188.6 MB. The age rating is 12+ (Years Old). The "What's New" section lists two updates: "Enhanced password reset process for a smoother experience" and "Upgraded Zoom Meeting SDK to version 6.3.5 for improved stability and more".

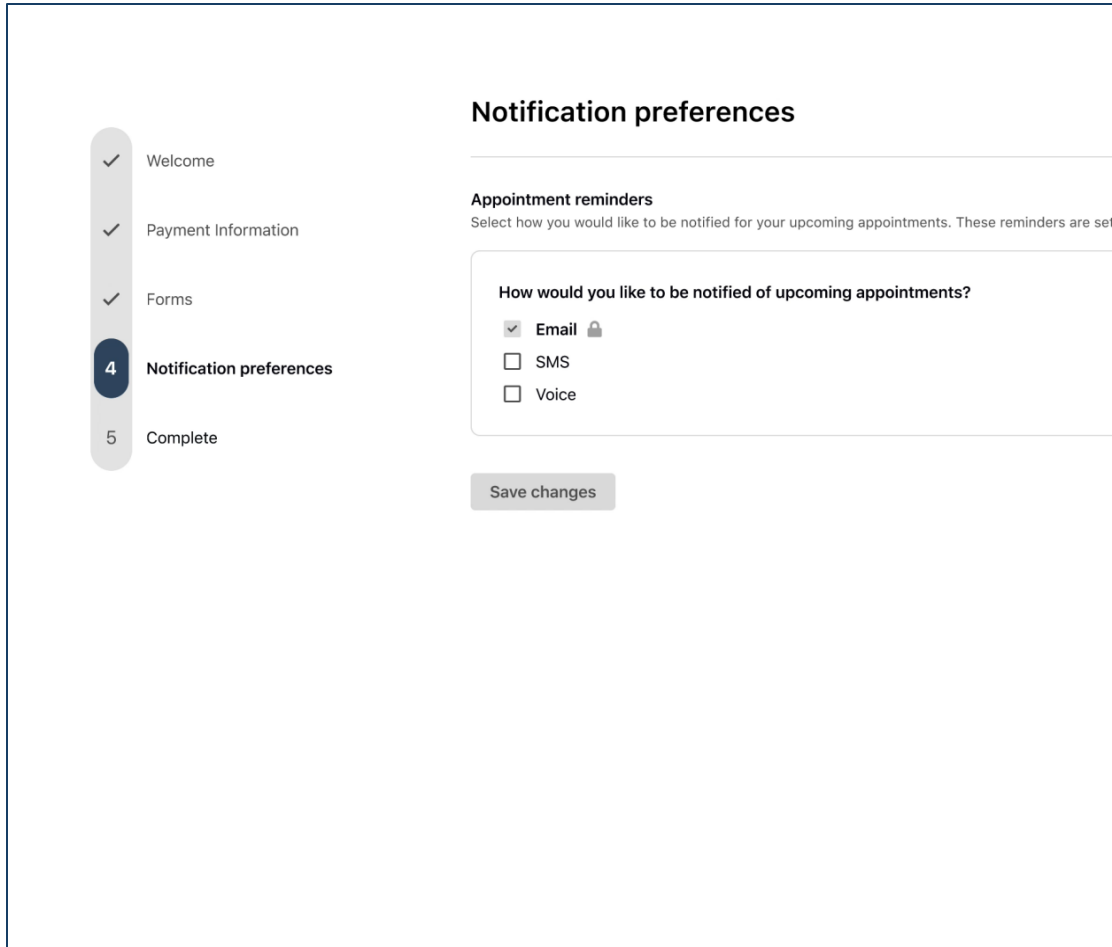
AGE	CATEGORY	DEVELOPER	LANGUAGE	SIZE
12+ Years Old	Medical	PHOENIX GROUP H...	EN + 2 More	188.6 MB

What's New [Version Hist](#)

- Enhanced password reset process for a smoother experience 3d
- Upgraded Zoom Meeting SDK to version 6.3.5 for improved stability and more [more](#) Version 4.0

Logging In


Step 3: After downloading the app (if applicable), simply open OnCall and log in using your email and password. After logging in, complete your profile to access a list of all your upcoming appointments at your fingertips.



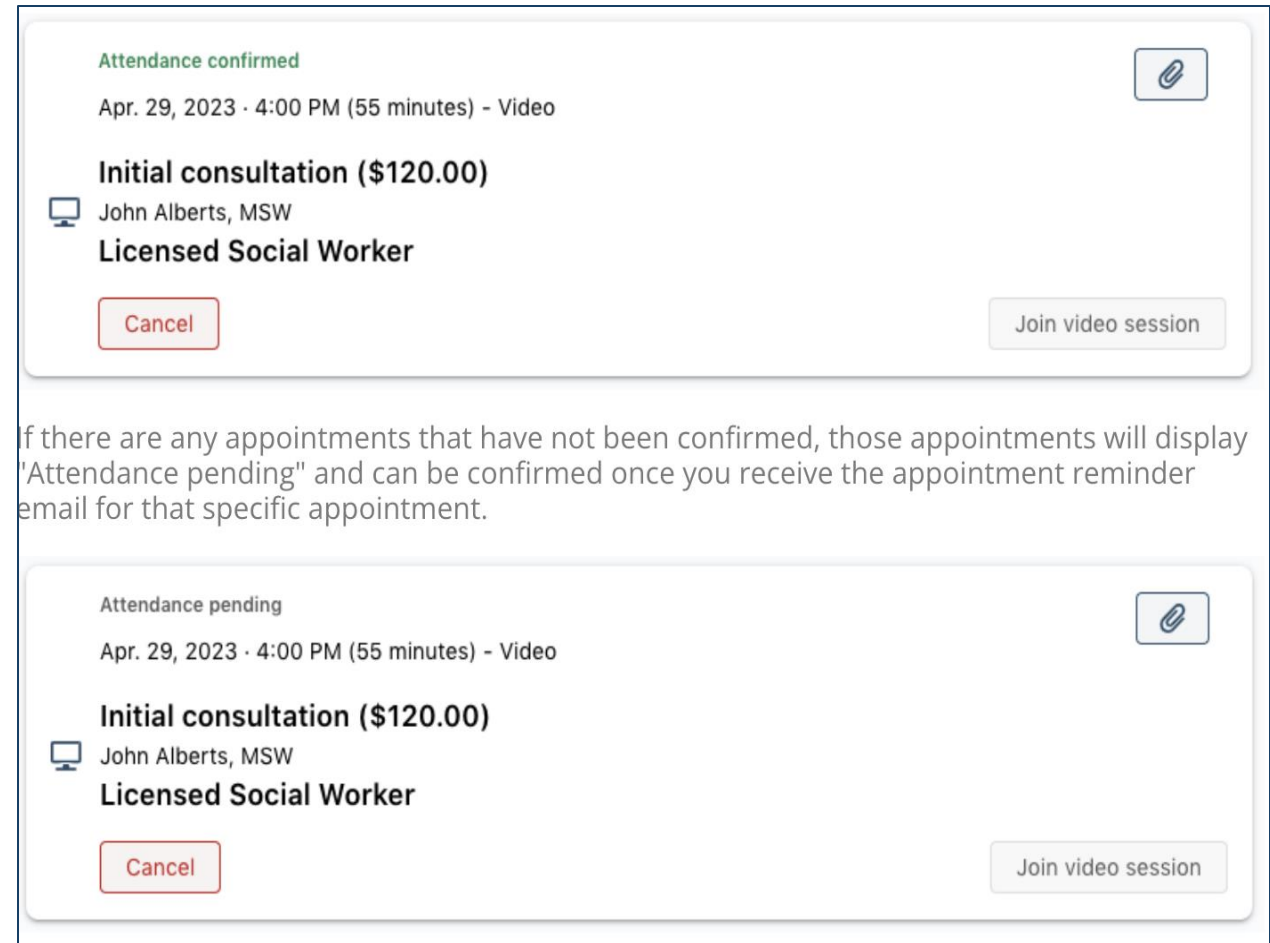
Notification preferences


Appointment reminders
Select how you would like to be notified for your upcoming appointments. These reminders are set

How would you like to be notified of upcoming appointments?

- Email 
- SMS
- Voice


Save changes



Attendance confirmed 

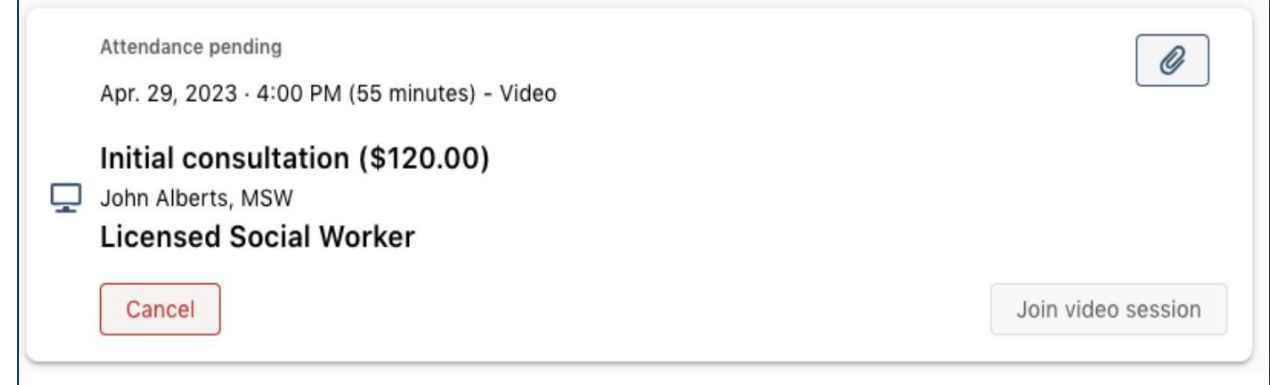
Apr. 29, 2023 · 4:00 PM (55 minutes) - Video


Initial consultation (\$120.00)

 John Alberts, MSW
Licensed Social Worker

Cancel Join video session


If there are any appointments that have not been confirmed, those appointments will display 'Attendance pending' and can be confirmed once you receive the appointment reminder email for that specific appointment.



Attendance pending 

Apr. 29, 2023 · 4:00 PM (55 minutes) - Video

Initial consultation (\$120.00)

 John Alberts, MSW
Licensed Social Worker

Cancel Join video session

Confirming your Appointment

Appointment Reminders

When your appointment date is near, you will receive an email notification 24 hours and 1 hour before your upcoming appointment. If your clinic has enabled appointment confirmations, the email you see will have an option to confirm attendance.

(Depending on the device use to confirm your attendance, the experience may vary.)



Hi John Smith,

You have an upcoming video appointment in 24 hours. Please confirm your attendance.

Provider: Savannah Nguyen, MSW, RSW

Date: Jan. 10, 2023

Duration: 60 minutes

Type: Video

First Time User?

Create your account and confirm your attendance by clicking on the button below.

Confirm attendance

If you are having difficulty logging in, please contact support@oncallhealth.ca.

Replying to this email directly will send a message to technical support. You may also visit the support forum if you have any questions.

This message (including attachments, if any) is intended for the sole use of the individual or entity to which it is addressed. If you have received this message in error, please notify the sender and erase or destroy this message immediately.

Confirming your Appointment (Cont.)

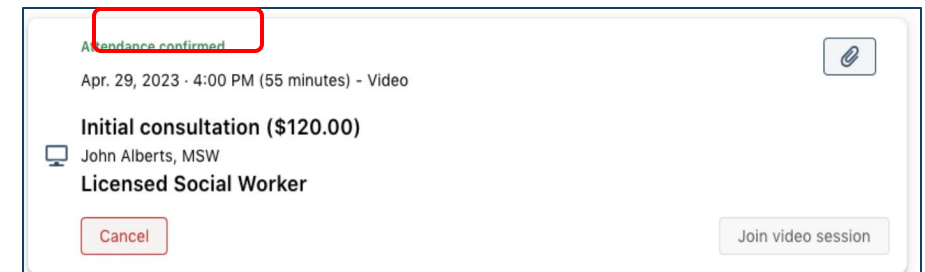
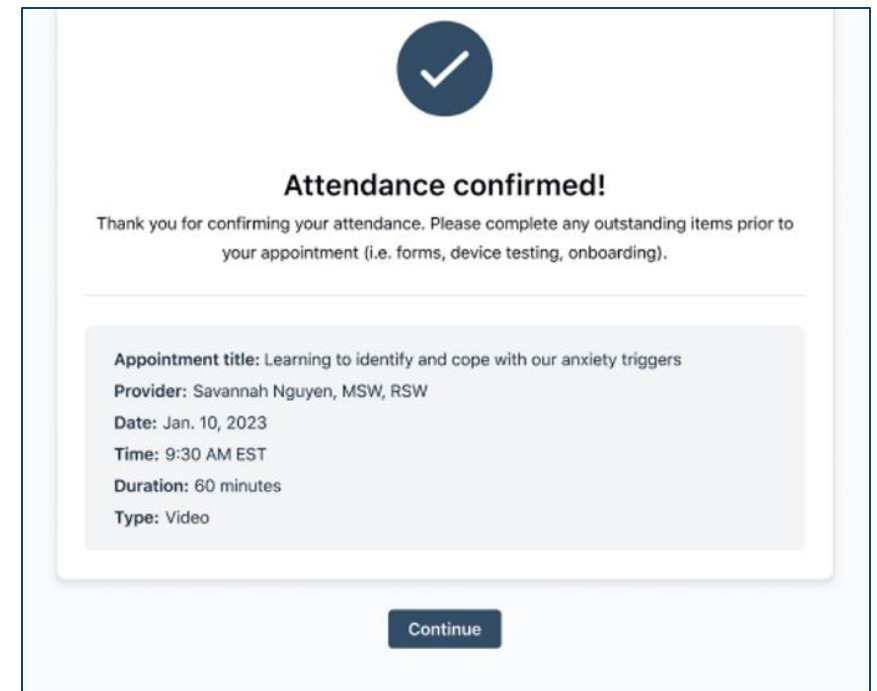
Web Browser

- Clicking on the **Confirm attendance** button will bring you to the confirmation landing page on your web browser which will display a message stating that you have successfully confirmed your attendance. This page contains information pertaining to your upcoming appointment like the provider, date, time and type of appointment (video, messaging, phone or in-person) you are attending.

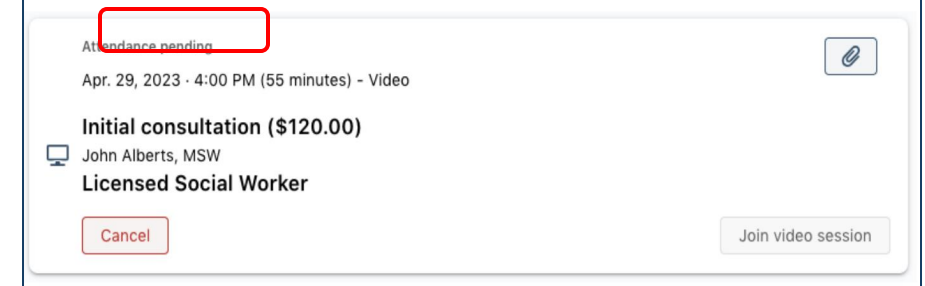
Congratulations! You've successfully confirmed your attendance for the upcoming appointment!

Note: If you have not set a password on your account, you will be required to do that first before being able to confirm your appointment.

- From here, you can either choose to close the window or click Continue to complete any outstanding items and access the platform.
- Whether you've clicked continue on the confirmation landing page or logged in again in the future, you'll notice that on the appointments list page, the appointment card for the appointment you confirmed will show "Attendance confirmed" in the top left of the card above the date and time.



If there are any appointments that have not been confirmed, those appointments will display "Attendance pending" and can be confirmed once you receive the appointment reminder email for that specific appointment.



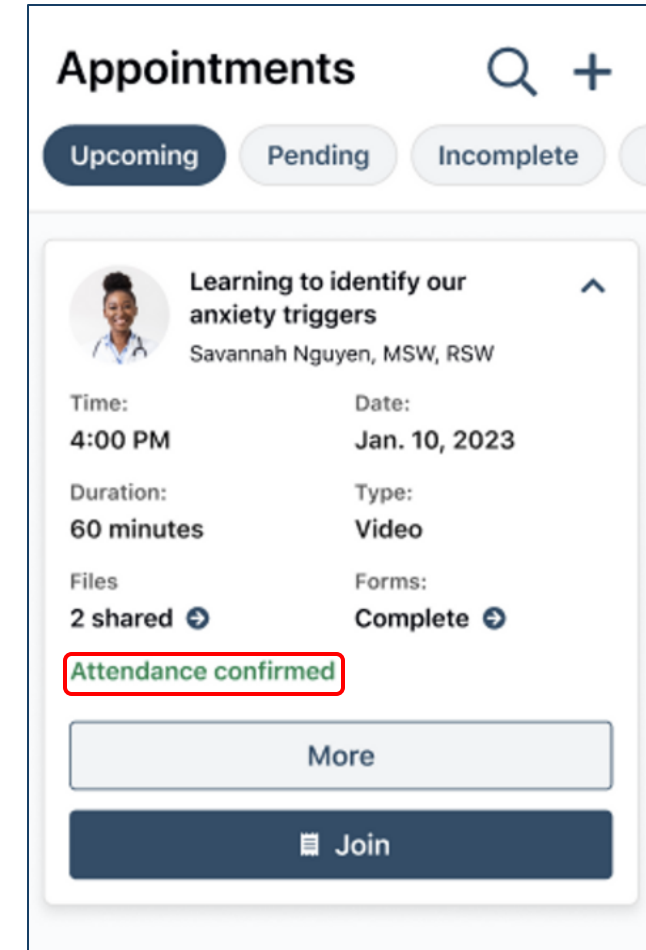
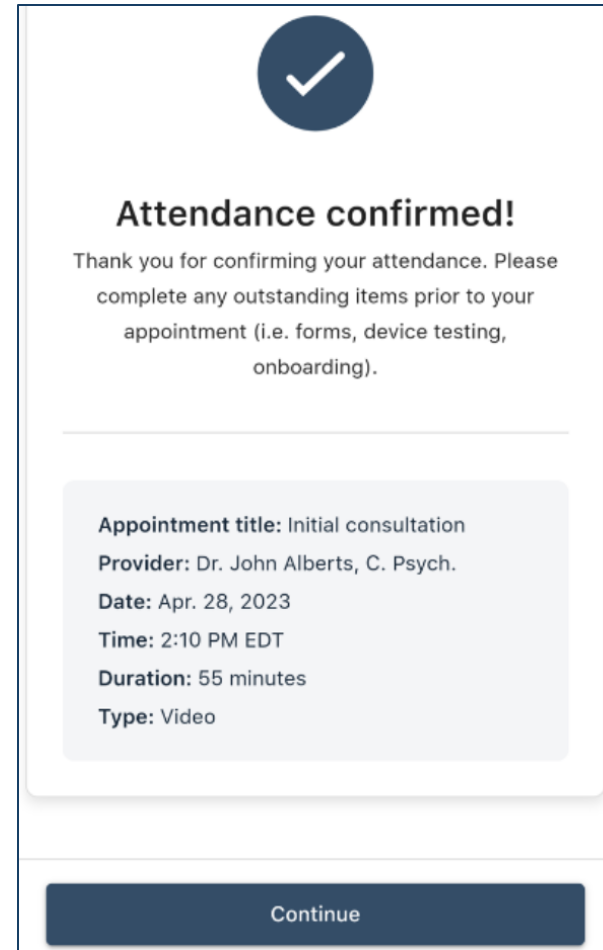
Confirming your Appointment (Cont.)

Mobile

- With the mobile app installed, clicking on the **Confirm attendance** button will launch the mobile app and bring you to the confirmation landing page. Once on the landing page, you will see a success message and information pertaining to your upcoming appointment such as the provider, date, time and type of appointment (video, messaging, phone or in-person) you are attending.

Congratulations! You've successfully confirmed your attendance for the upcoming appointment!

- From here, you can either choose to close out of app or click Continue to complete any outstanding items and access the platform.
- Whether you've clicked continue on the confirmation landing page or logged in again in the future, you'll notice that on the Upcoming tab, the appointment card for the appointment you confirmed will show "Attendance confirmed" in the bottom left of the card above the "More" button.

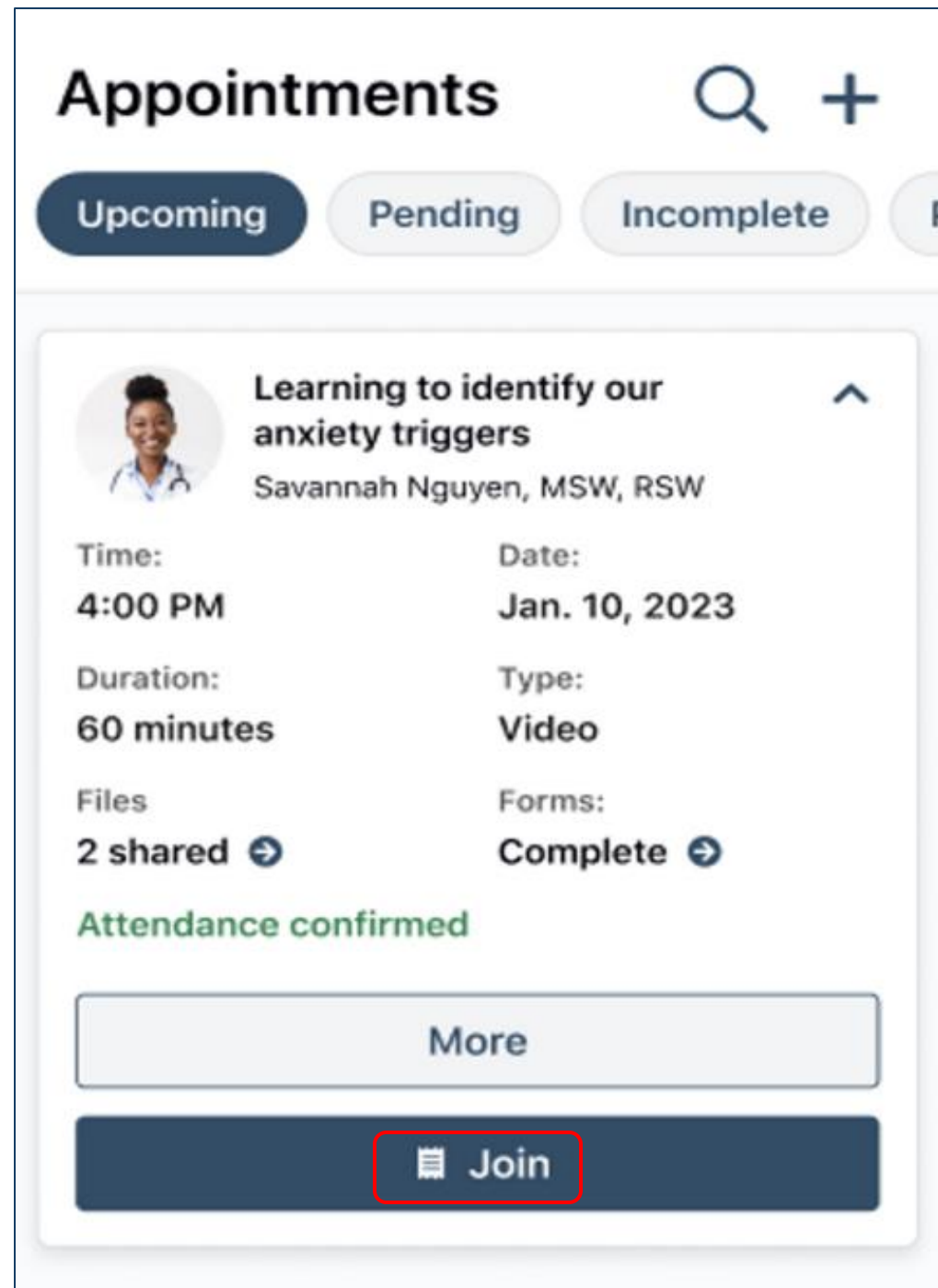




Joining Your Video Appointments

- When your scheduled appointment time is just 10 minutes away, the "Join" button will light up, indicating that it's time to connect.
- You may be asked to grant access to your camera and microphone. Click "OK" for both prompts, and you'll be all set.



***Reminder! Before joining your call, make sure you have completed any forms or documents assigned. (i.e. Consents)**

If you have any questions regarding these documents, you can call the office or discuss it with your provider.



Appointments  



Upcoming Pending Incomplete

 **Learning to identify our anxiety triggers** 

Savannah Nguyen, MSW, RSW

Time: **4:00 PM** Date: **Jan. 10, 2023**

Duration: **60 minutes** Type: **Video**

Files: **2 shared**  Forms: **Complete** 

Attendance confirmed

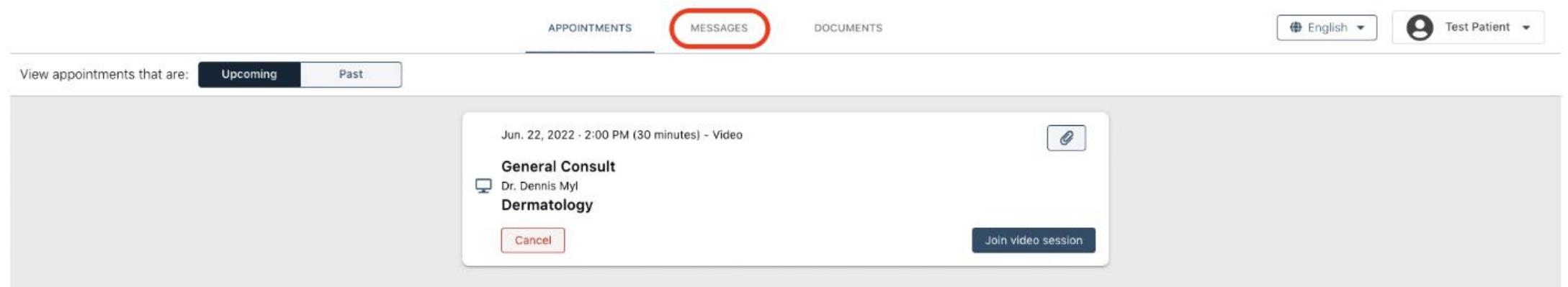
More

Join

Features of OnCall

- **Document Sharing** – Upload or receive documents securely. (i.e. Copy of your Insurance Card, ID, etc...)
- **Appointment Reminders** – Get notifications for upcoming sessions.
- **eSignature Collection** – Sign forms electronically when required.
- **Secure Messaging** – Chat with your provider before and after appointments. (Below)

Once logged in, you'll see the "**Messages**" tab in the middle of your screen



In the messages tab, you'll be greeted with all your **Active** conversations

An *Active* conversation is one that is currently being used by either you or your provider.

How to Complete Forms Assigned to you

1. Once a provider assigns you a form, you'll get an email notification to your email address on file with a link to complete the form. Click "**Complete form**"
2. Log into your account using your credentials
3. Once logged in, you'll be prompted to complete all forms assigned to you. Click on "**Get Started.**" Proceed to fill in your information, ensuring to answer truthfully. Required fields are marked with an '*'

Please note that you can only skip optional forms by scrolling to the bottom of the form and clicking on the "**Skip this optional form**" button.

Hi Test Patient,

Dr. Dennis Myl has assigned you a new form to complete.

[Complete form](#)

Please contact your provider directly if you have questions regarding your appointment.

Step 1

There are some required items that need to be completed before you continue.

[Get started](#)

Step 2

✓ Welcome

2 Form

3 Complete

PHQ-9

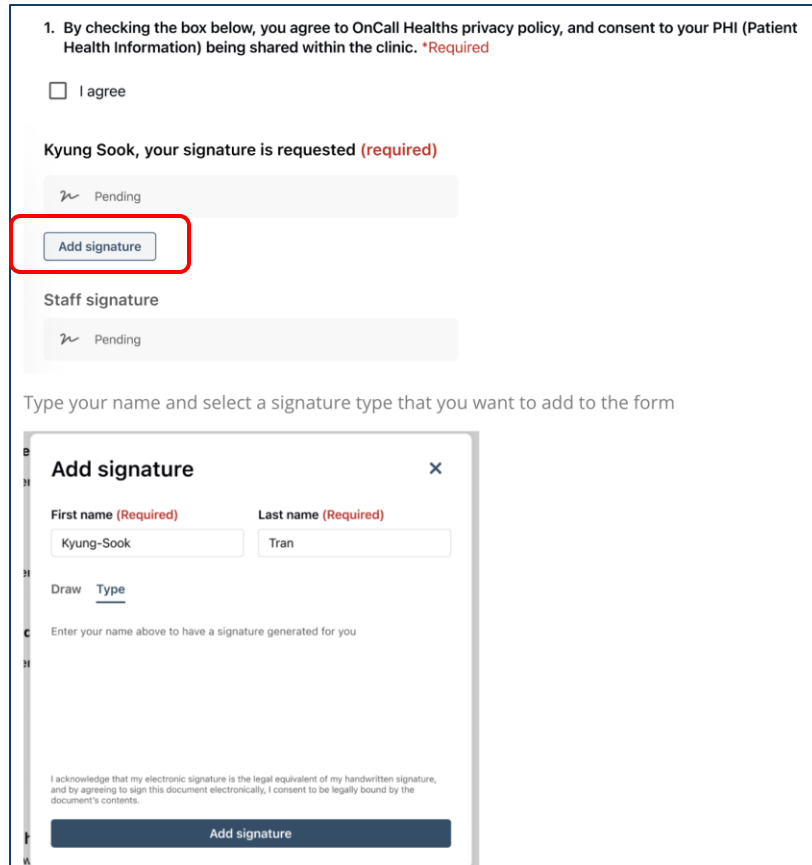
Patient Name: *

Date: *

Step 2

How to Complete Forms Assigned to you (Cont.)

4. If the form requires a signature, click on the **"Add signature"** button to add your signature to the form. You will be able to add your typed signature or draw a handwritten signature.



1. By checking the box below, you agree to OnCall Health's privacy policy, and consent to your PHI (Patient Health Information) being shared within the clinic. *Required

I agree

Kyung Sook, your signature is requested (required)

[Signature] Pending

Add signature

Staff signature

[Signature] Pending

Type your name and select a signature type that you want to add to the form

Add signature [X]

First name (Required) Last name (Required)

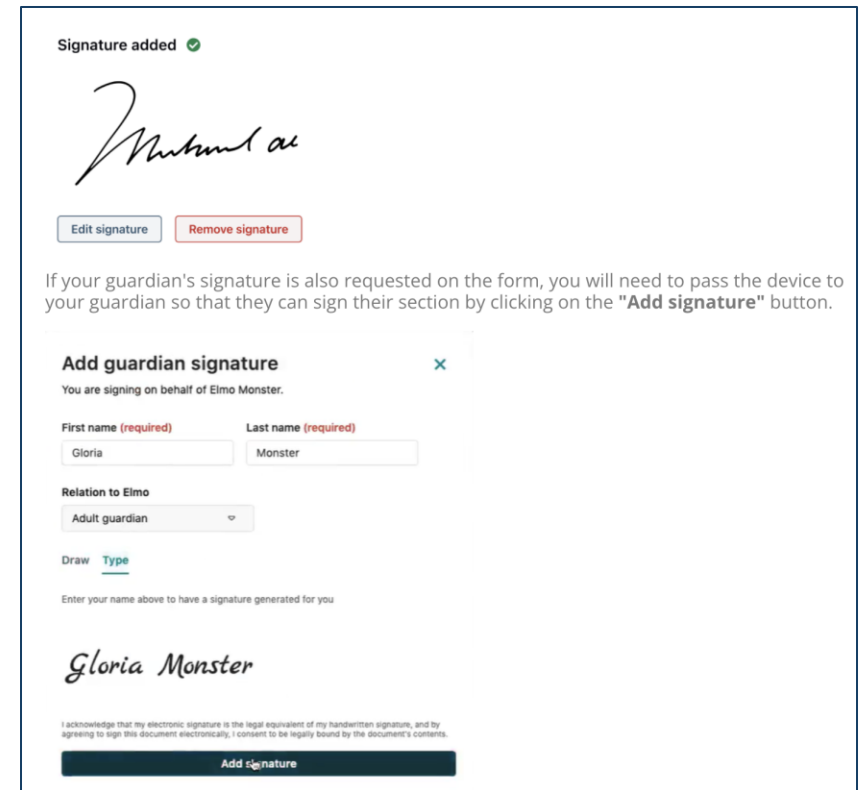
Kyung-Sook Tran

Draw Type

Enter your name above to have a signature generated for you

I acknowledge that my electronic signature is the legal equivalent of my handwritten signature, and by agreeing to sign this document electronically, I consent to be legally bound by the document's contents.

Add signature



Signature added ✓

[Handwritten Signature]

Edit signature Remove signature

If your guardian's signature is also requested on the form, you will need to pass the device to your guardian so that they can sign their section by clicking on the **"Add signature"** button.

Add guardian signature [X]

You are signing on behalf of Elmo Monster.

First name (required) Last name (required)

Gloria Monster

Relation to Elmo

Adult guardian

Draw Type

Enter your name above to have a signature generated for you

Gloria Monster

I acknowledge that my electronic signature is the legal equivalent of my handwritten signature, and by agreeing to sign this document electronically, I consent to be legally bound by the document's contents.

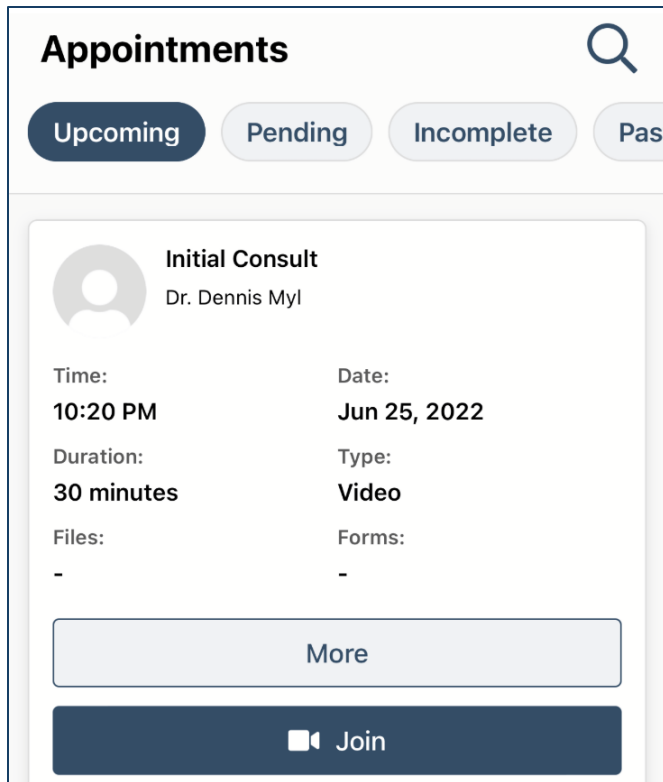
Add signature

5. Once you complete adding all required answers and your signature (and your guardian's signature if applicable), you'll be able to submit your form using the **"Submit form"** button in the bottom left of your screen.

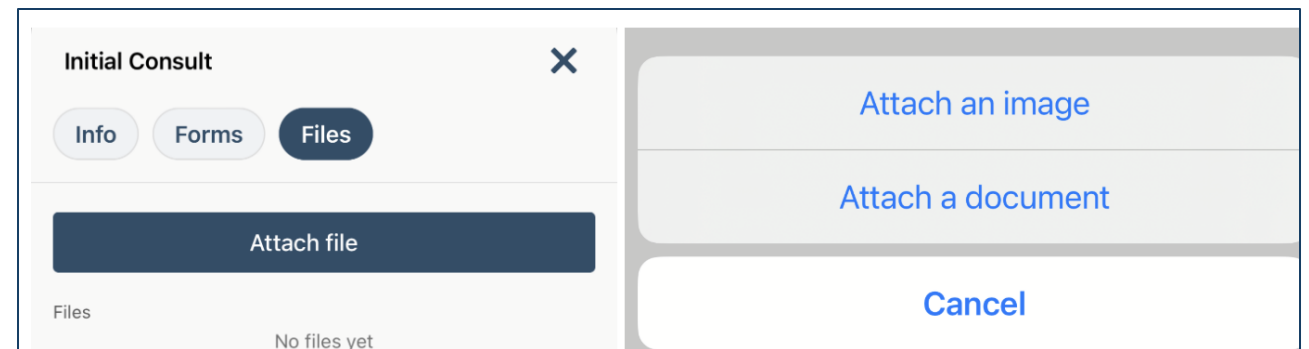
If the form requires more than your signature, the other parties will be prompted to enter their signature after the form response is submitted and you will be notified when the form is fully completed (all signatures are collected and the form has a response).

How to upload Documents

1. Once logged in, find the corresponding appointment you'd like to send files to. Click on the "More" button.
2. You'll be greeted with an **Info, Forms, and Files** tab. Click on the **"Files"** tab, followed by **"Attach file"** and **"Attach a document"**



Step 1

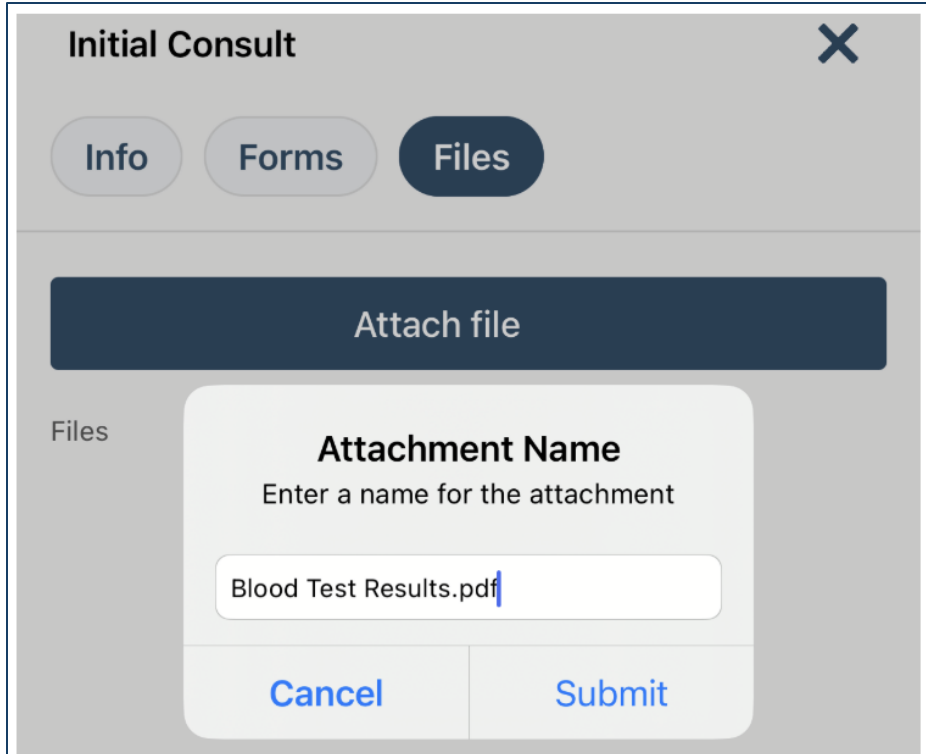


Step 2

How to upload Documents (Cont.)

3. You'll be presented with your phone's file explorer. Locate the file you'd like to send to your provider. Once selected, you'll be able to edit the file name of your attachment and submit it to your provider.

4. Once submitted, you'll see a summary of all the files you've successfully provided.



The screenshot shows the 'Initial Consult' app interface. At the top, there are three tabs: 'Info', 'Forms', and 'Files', with 'Files' selected. Below the tabs is a dark blue button labeled 'Attach file'. Underneath, there is a modal window titled 'Attachment Name' with the instruction 'Enter a name for the attachment'. A text input field contains 'Blood Test Results.pdf'. At the bottom of the modal are two buttons: 'Cancel' and 'Submit'.

Step 3



The screenshot shows the 'Initial Consult' app interface. At the top, there are three tabs: 'Info', 'Forms', and 'Files', with 'Files' selected. Below the tabs is a dark blue button labeled 'Attach file'. Underneath, there is a list of files under the heading 'Files'. The first file is 'Blood Test Results.pdf', which has been uploaded on 'Jun 25, 2022'. A vertical ellipsis menu icon is visible to the right of the file name.

Step 4

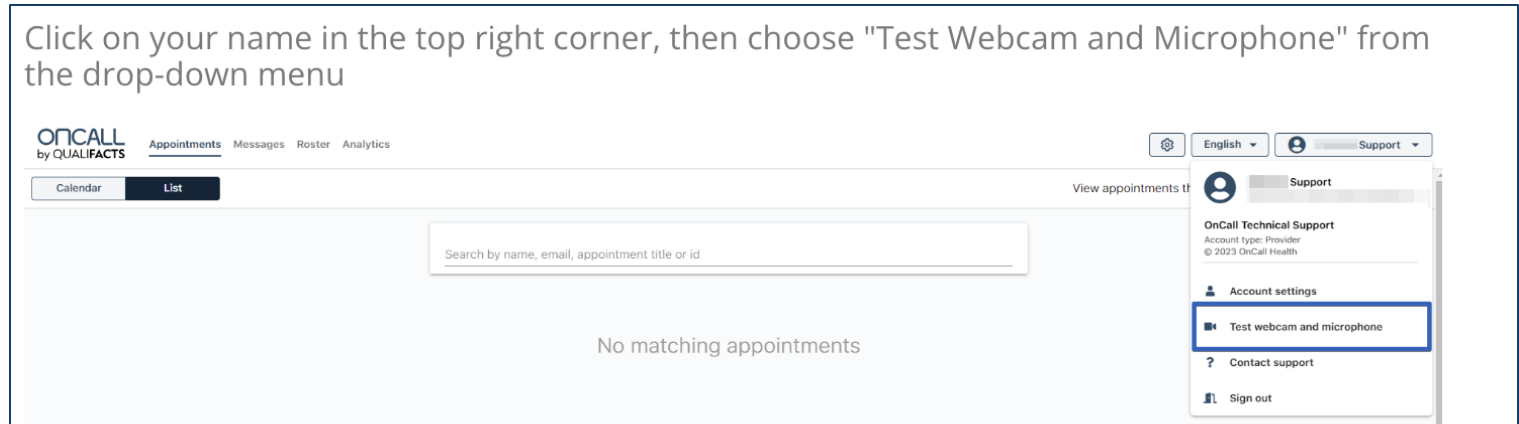
Troubleshooting Common Issues

Video/Audio Not Working

- Ensure your camera and microphone are enabled in your browser settings.
- Restart your browser or device if issues persist.

- More info: [How To Allow Microphone Camera Permissions](#)

Click on your name in the top right corner, then choose "Test Webcam and Microphone" from the drop-down menu



The screenshot shows the OnCall by QUALIFACTS interface. At the top right, there is a user profile icon and a 'Support' button. A dropdown menu is open, showing options: 'Account settings', 'Test webcam and microphone' (highlighted with a blue box), 'Contact support', and 'Sign out'. The main content area shows a search bar and a message 'No matching appointments'.

Next, go through the steps on the screen

- 1 System Requirements
- 2 Installing the Application
- 3 Testing the Application
- 4 Confirm Test Results

Set up your secure audio and video connection for your next video session.

Ensure there are no disruptions to your upcoming video session by getting your computer set up right now. This process is usually just four steps and will only take 5-10 minutes of your time.

[Next step](#)

Open the test window and join the test meeting from Zoom to ensure everything is working as it should

Troubleshooting Common Issues (Cont.)

Trouble Logging In / Can't find the Account Set up email.

- You will need to download the app and go through the reset password process on the app.
 - Reset your password using the "Forgot Password" option.
 - Ensure you're using the correct email associated with your account.
- If you are unssure the email that is on file, call your local PATH office to confirm.



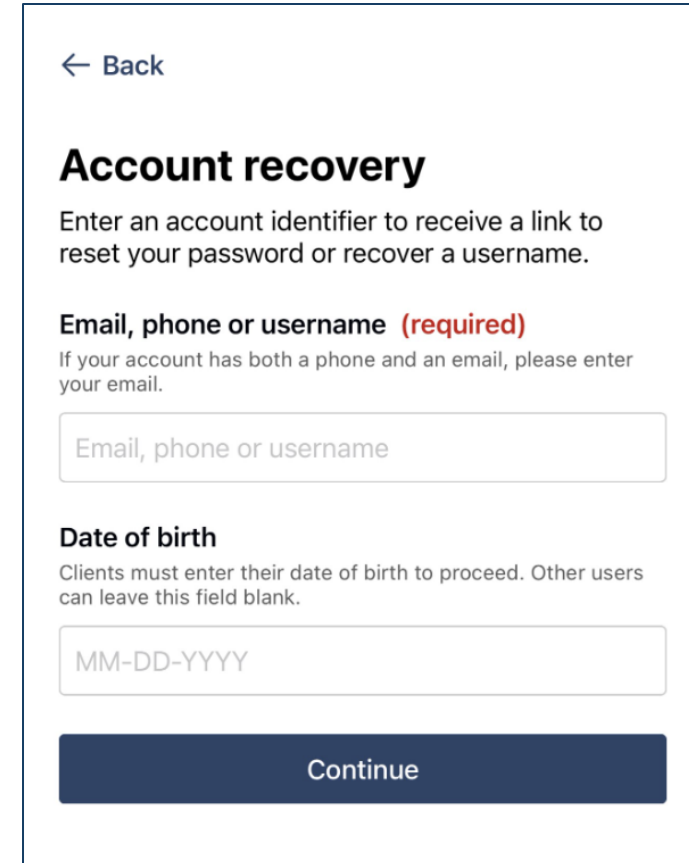
 **PATH**
Behavioral Healthcare

Sign in

Account

Next

[Help, I can't sign in](#)



[← Back](#)

Account recovery

Enter an account identifier to receive a link to reset your password or recover a username.

Email, phone or username (required)
If your account has both a phone and an email, please enter your email.

Date of birth
Clients must enter their date of birth to proceed. Other users can leave this field blank.

Continue

FAQs

Q: Can I use OnCall on my mobile device?

- A: Yes! OnCall works on both desktop and mobile devices. For the best experience, use Google Chrome or Safari.

Q: How do I reschedule an appointment?

- A: Contact your healthcare provider directly through secure messaging or call their office.

Q: Is my information secure?

- A: Yes, OnCall is HIPAA-compliant and uses encryption to protect your data.

Q: What should I do if I need help?

- A: Reach out to OnCall Support at support@oncallhealth.ca

Need More Help?

Visit OnCall Help Center or contact your provider for further assistance.

<https://support.oncallhealth.ca/hc/en-us/categories/4403511306644-Patient#page-container>