



utah department of
human services
TELEHEALTH

How to get started with DHS Telehealth

Follow these steps to get started with DHS Telehealth. All documentation must be completed and returned to dhstelehealth@utah.gov before any user access to the system will be granted.

Initial Onboarding Steps

Identify the Provider Expert

- a. Acts as the point of contact with DHS regarding onboarding, user access (add/remove/modify), troubleshooting, etc. Any provider staff using Telehealth will go to their Provider Expert and if an issue needs to be escalated to DHS, the Provider Expert will be the point of contact.
- b. Responsible for alerting DHS if there are any access issues (e.g. Members that have access to Waiting Rooms that they shouldn't, Utah-ID login issues, etc.)
- c. Ongoing training of new staff users
- d. Report any bugs or issues found in either the online site, iOS Patient app, or iOS Provider app

Sign the Memorandum of Understanding (MOU)

- a. Download a copy of the form [here](#)
- b. The MOU must be completed, signed electronically and returned to dhstelehealth@utah.gov before access to the DHS Providers Telehealth site can be granted
- c. If the MOU is not signed and returned by the end of the 6th day of the Onboarding Sprint, the provider will be pushed to the end of the provider onboarding list

Name Your Waiting Rooms

- a. Virtual waiting rooms are assigned to users that will host calls
- b. This is where the host will see waiting callers and invite them into the call
- c. You may have up to 5 waiting rooms, additional waiting rooms can be added after the initial onboarding period if needed
- d. Waiting room names must follow the naming convention: Organization Name and Location, for example DHS SLC, or DHS West. Longer organizational names must use acronyms or abbreviations.
- e. If you do not provide DHS with appropriate waiting room names by Day 7 of your onboarding sprint, DHS will assign waiting room names for your organization
- f. Waiting rooms can be used by multiple users at the same time. Users may be assigned to multiple waiting rooms.

User Steps, facilitated by Provider Expert

Provider Expert will send a predrafted email to users to inform them of the onboarding steps and initiate them into the process

Review All Training Videos:

- a. [Demo](#) (3:20)
- b. [Create a Utah-ID](#) (1:25)
- c. [Start a Call](#) (1:00)
- d. [Multiple Callers](#) (1:44)
- e. [Invite During Call](#) (1:12)

Sign up for a [Utah-ID](#)

- a. Each user must sign up for a Utah-ID
- b. A work/organizational email must be used when creating a new Utah-ID. Utah-IDs set up with a personal email account will be rejected.
- c. [Instructions](#) and [video](#) on how to set up your Utah-ID are available
- d. Utah-IDs must be created prior to filling out the “Utah DHS 3rd Party Telehealth Agreement” form
- e. We recommend initial users include therapists/clinicians and your clinical director

Fill out a “Utah DHS 3rd Party Telehealth Agreement” form

- a. Each user must fill out a “Utah DHS 3rd Party Telehealth Agreement” form
- b. Download a copy of the form [here](#). The interactive PDF may be signed digitally.
- c. This form is used for new users, Waiting Room access changes and deactivating users
- d. Users must fill out form with the work email associated with their Utah ID
- e. If Utah-IDs and/or “Utah DHS 3rd Party Telehealth Agreements” are filled out incorrectly and not corrected by the 8th day of the Onboarding Sprint, users access may be delayed
- f. Additional users may be added after the onboarding period, but their access may be delayed

Onboarding Wrap-up Steps

Provider Expert will return the completed and signed “Utah DHS 3rd Party Telehealth Agreements” to DHS, the user(s) will be given access to the DHS Telehealth site

- a. “Utah DHS 3rd Party Telehealth Agreements” must be turned into DHS by the 8th day of the Onboarding Sprint to ensure user access. If received after, user access may be delayed.

After “Utah DHS 3rd Party Telehealth Agreements” are verified by DHS, each user should log into the site for the first time and then inform their Provider Expert that they have successfully logged in

- a. [Instructions](#) on how to Login and set up your account are available

Provider Expert will send an email to dhstelehealth@utah.gov with a list of names that have logged on to DHS Telehealth. After this initial login, the user can then be added to the Waiting Rooms listed on their “Utah DHS 3rd Party Telehealth Agreement.”

- a. Once users have logged into the DHS Telehealth system, DHS will assign users to the appropriate waiting rooms
- b. A follow-up email will be sent to you to confirm successful setup

Links

DHS Telehealth Platform: providerstc.hs.utah.gov

Resources

DHS Telehealth Tips & Troubleshooting: hs.utah.gov/telehealth

Contact: dhstelehealth@utah.gov

Utah Department of Human Services 3rd Party Telehealth Agreement

User Information

First Name Anna	Middle Initial	Last Name Coronado
Utah-ID <i>This is the username used to login into utah.gov systems, NOT the email address.</i> MyUtah_ID	Work Email Address <i>The email address used to create your Utah-ID must be your work/organizational email.</i> acoronado@workmail.com	Work Phone Number 801-555-1234
Provider/Agency Name Dept of Human Services		Request Date 04-15-2019

Access Information

User Access Request	<input checked="" type="radio"/> New User	<input type="radio"/> Remove User	<input type="radio"/> Update User
Waiting Room Access	<input checked="" type="checkbox"/> New Access	<input type="checkbox"/> Remove Access	
Waiting Rooms List the names of the Waiting Rooms that the user either needs new access to, or needs access removed: DHS EDO			

Mobile Applications

Follow these steps to get started with DHS Telehealth. All documentation must be completed and returned to dhstelehealth@utah.gov before any user access to the system will be granted.

iOS Patient App



DHS Telehealth

Medical

In order for callers to join a call on their iPhone or iPad, they must download the DHS Telehealth iOS app and receive a call link from the host. Clicking on the call link automatically launches the app.

iOS Provider App



InTouch Provider

Medical

The InTouch Provider iOS app is used by hosts to host a call. Currently, this app is only supported on iPads. Once logged in, the hosting experience is the same as when using a PC or laptop.

Android Devices



On Android devices, DHS Telehealth can be accessed using either the Chrome or Firefox browsers for both hosts and callers. To host a call, an Android tablet must be used.

Although Android asks for permission to record audio and video, this is just default wording used across all Android devices. DHS Telehealth does NOT record audio or video.