


Employee/Patient instructions to be completed prior to telehealth session

The steps below outline the download and set-up process.

Please follow the steps outlined below to enable you to complete certain follow-up visits via a telehealth session

- 1) Click the invite link sent to you via text, similar to the screenshot below, to begin the process of connecting with Physicians Health Center for your telehealth follow-up virtual visit.



You've been invited to Spruce by Physicians Health Center. Join them at <https://spruce.app/039082139098>

- 2) Select Get the App & Connect and you will be redirected to your phone's app store.
- 3) Download the Spruce-Care Messenger app



- 4) Once the download is complete, open the Spruce-Care Messenger app and select continue once you have confirmed you are being associated with Physicians Health Center.
- 5) Select create a new account from within the app.
- 6) Set up a patient account with your personal information. If prompted, ensure you choose set-up as patient, not as provider
- 7) When asked to "Allow for Push Notification" choose "Allow"

With the app installed, the patient is ready for their telehealth session. Physicians Health center will communicate with the patient in setting up an appointment time and then, at the scheduled time, the patient will receive a notification on their phone that the physician is calling them via a video conference and can either click on the notification or open the app on their phone.