

Jituzu Portal Tip Sheet Checklist for Telehealth Sessions



- Review, sign, and return the Informed Consent for telehealth participation. Discuss any questions with your provider. This form is available at www.mercysplace.com on the 'Telehealth Links' page
- You will need to set-up your portal account in advance of your appointment. Your provider will not be able to schedule a telehealth session for you until your account is activated
- Your provider will need your cell phone, and/or email address to invite you to the client portal
- Your provider will send an invite through the portal via email. You will receive an email from noreply@jituzu.com. If your cell phone is provided, you will also receive a text invitation
- Follow the directions in the email to open a portal account so that HIPAA compliant/secure telehealth sessions can be accessed. To open a portal account, you will need to create a username, password (requires at least one uppercase letter, lowercase letter, number, and special character), as well as selecting security questions from the options given
- In order to participate in telehealth sessions by video, you will need a device that has a camera (i.e. laptop). If you plan to participate by *mobile device*, please download the free *Jituzu app* for a better experience. The app and symbol look like the picture above
- Your provider will schedule you for a telehealth session at the agreed upon appointment time. To participate, login to your Jituzu account and "join the session." You will need to allow your device permissions, if prompted, for audio and video/camera use. When you login you will see a calendar, choose the date of your session and your appointment will display. Follow the prompts to join the session
- You may choose to use earbuds or headphones for added privacy during telehealth sessions
- Additional portal features available to you: Once you have an account, you can also use your account for secure email messaging to/from your provider, as well as paying invoices