



SimplePractice Telehealth Appointment Guide

BEFORE YOUR APPOINTMENT

REMINDER TIMELINE



24 HOURS BEFORE

Reminder and link sent by email and text.



1 HOUR BEFORE

No link? Call or text the front desk, or send your provider a portal message.



15 MINUTES BEFORE

Final reminder sent by email and text.



5 MINUTES BEFORE

Choose one method below and join your appointment.

GET READY



- Using a phone? Download Telehealth by SimplePractice.
- Be alone in a quiet, private space.
- **Do not join while driving or riding in a moving vehicle.**
- **You must be physically located in Arizona.**
- Test your camera, microphone, and internet.

CHOOSE ONE WAY TO JOIN

OPTION A PHONE



1. Open the reminder email or text and select **Join Your Video Appointment**.
2. The Telehealth by SimplePractice app will open. Enter your name.
3. Select **Ask to Join**.
4. Wait for your provider to let you in.

OR

OPTION B COMPUTER



1. Open the reminder email and select **Join Your Video Appointment**.
2. A new browser tab will open. Enter your name.
3. Select **Start Video Appointment**.
4. Wait for your provider to let you in.

CONNECTION PROBLEMS?



- Reopen the link or app.
- Check your internet connection.
- Confirm camera and microphone permissions.
- Restart your device if needed.

Still unable to connect? Call or text the front desk during office hours, and send your provider a portal message.

FRONT DESK



Call or text:

(602) 753-8835

Monday–Friday: 9:00 AM–4:00 PM
Saturday: 9:00 AM–2:00 PM



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