

LOGGING ON FOR YOUR SESSION

1

GO TO: CATALPAHEALTH.ORG

2

CLICK ON 'OUR PROVIDERS'

Catalpa Health.
Mental Health & Wellness For Kids
Ascension Wisconsin • Children's Wisconsin • ThedaCare



Online Bill-Pay

for more information, please call
920.750.7000

About Us

Our Providers

Services

For Clients & Families

Resources

Referring Providers

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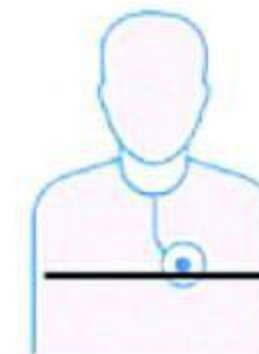
SCROLL TO PROVIDER'S NAME

Click on your provider's name or picture.

4

SELECT 'ENTER WAITING ROOM'

This may be towards the bottom of your provider's page.



Start a telemedicine call with
Provider Name

Enter waiting room

5

CONNECT WITH PROVIDER

A new web page will open where you will be asked to type in the patient's name. Your provider will connect with you here.

TELEHEALTH IMPORTANT INFO

Trying to complete a telehealth appointment while you're driving or shopping is likely to prevent you from getting the most out of your child's session. Our goal is to help set you up so you are prepared and ready for your telehealth session, so we have a few tips.

Find a quiet spot with good lighting. Removing distractions during the appointment is helpful so your child can focus and better participate. Getting interrupted by siblings or other people in the house may make it challenging, so ask others to avoid that area during the appointment. In addition, turn off the TV or background music to ensure everyone can hear each other.

- Use a computer or device with a camera/microphone
 - *PC/Mac, Android, iOS*
 - *Chrome, Firefox, Safari*
- Make sure you have a strong wifi or connected through an ethernet cable.
- If a laptop, Chromebook, tablet, or phone is being used, make sure it is charged and you are able to keep it plugged in.
- Client must be present for initial appointment.
- Parent/Legal Guardian must be physically present with client.
- Families must be in the state of WI during intake.

If you are having technical difficulties call our main number so we can help troubleshoot. If we are unable to get your device to work, your provider will call you as a backup at your preferred phone number. If your provider has not connected after 15 minutes past your scheduled time, please call our main number for help: **920-750-7000**.

