

## Attachment C Accessing Secure Platforms (for Clients)

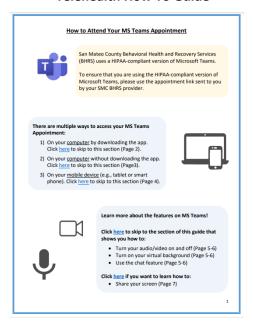
Staff should send clients how to guides with instructions on how to access the secure email or telehealth platforms that client has opted into. These client resources are accessible on the BHRS website on the BHRS <u>Client and Family Welcome Page</u>. Guides are available in English, Spanish, Tagalog, and Chinese. A preview of the guides is listed below.

## **Secure Email How To Guide**



It is recommended that you walk the client through accessing the secure email portal at least one time.

## **Telehealth How To Guide**



A screen shot, PDF, or link to the guide should be sent to the client prior to their telehealth appointment.

Guides are available for each of the authorized platforms. For an up-to-date list of authorized platforms, contact BHRS QM at HS\_BHRS\_ASK\_QM@smcgov.org.

**Using Your Smart Phone How To Guide** 



Guides are available for iPhone and Android Phones.