DrFirst
Unite the Healthiverse™

Backline Telehealth Quick User Guide

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Starting a Telehealth Chat

Via a Web Browser

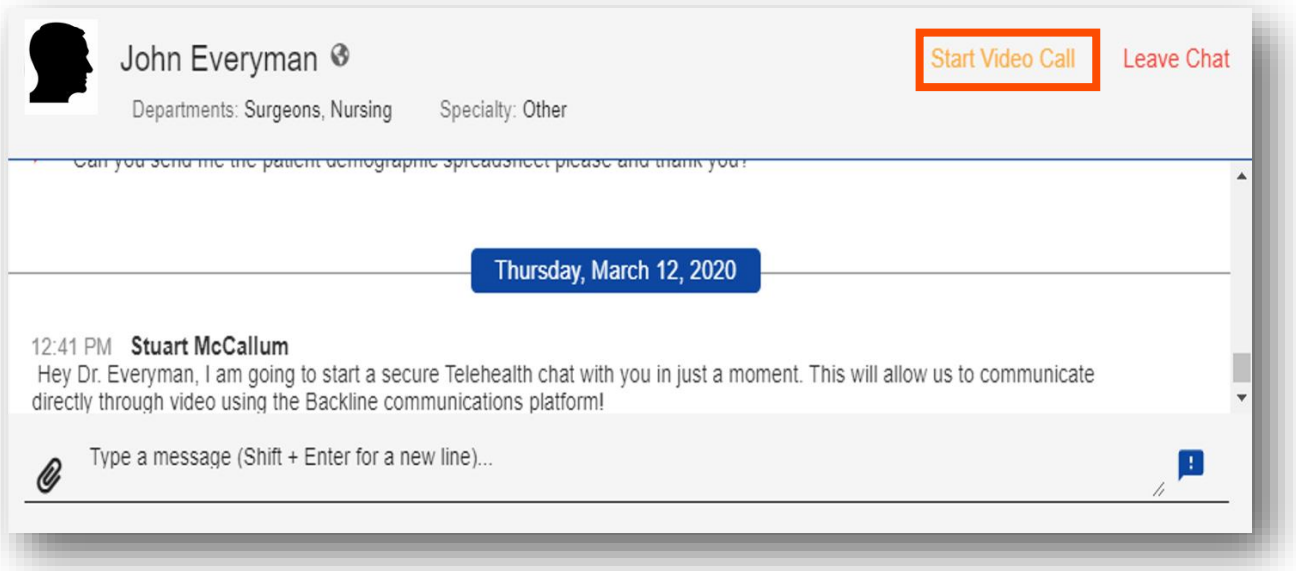
1. Log into your Backline account as normal using a supported web browser (Chrome, Edge, FireFox, or Safari). Telehealth does not require a separate account login.

Note: You will need to connect via a computer or laptop that has a built-in or attached microphone and camera.

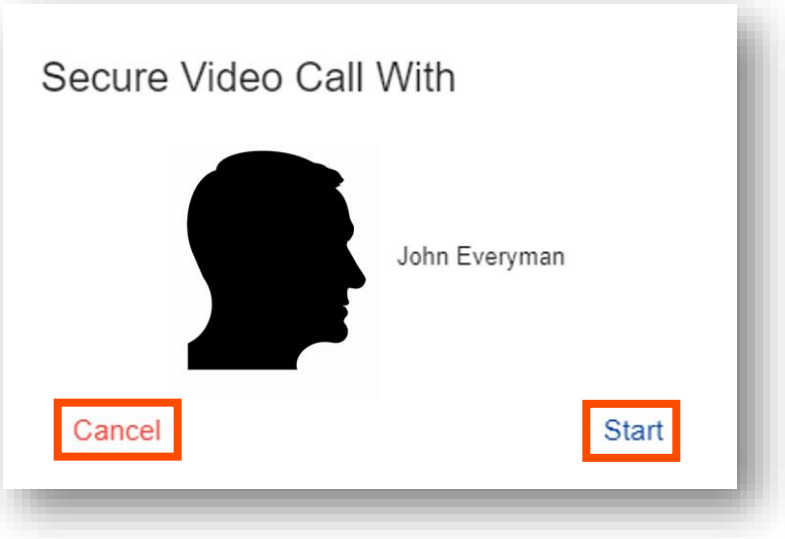
2. Select the **1-on-1** chat for the individual you would like to have a Telehealth chat with. The types of **1-on-1** chats that support Telehealth are:
    a. 1-on-1 Chat
    b. External Chat
    c. Chat with Patient

Note: For more information on these various chat types, please see the Backline User Manual.

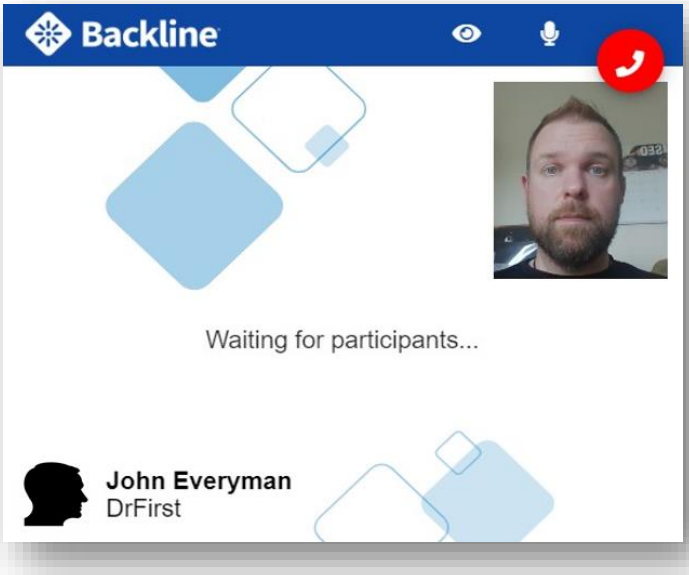
3. Once you are in the chat, click the **Start Video Call** link on the top of the chat window.



4. On the next screen, you can **Start** or **Cancel** the Telehealth chat.

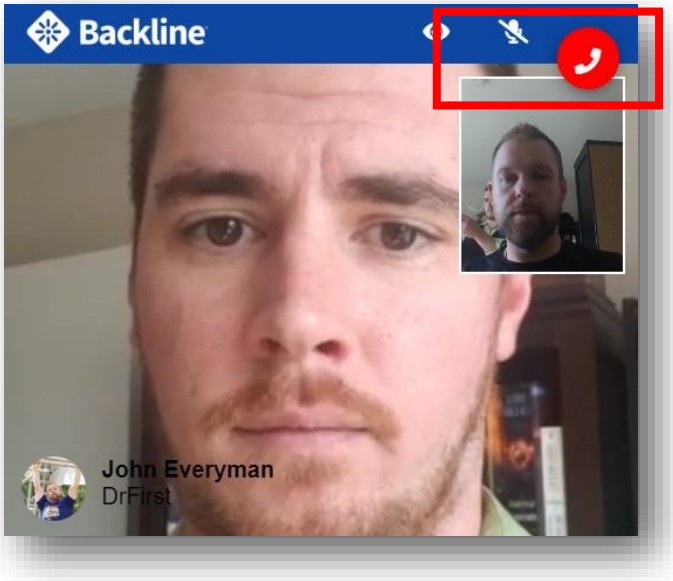


5. After starting the Telehealth chat, wait for the individual to join the conversation.



6. Once the individual joins, you can chat normally via the Telehealth connection. You will also see the following icons:

   - : Pause and un-pause your camera
   - : Mute and unmute your audio
   - : Disconnect from the Telehealth chat



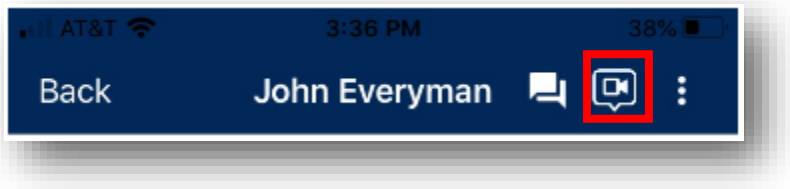
On Your Mobile Device

1. Log into your **Backline** mobile account as normal. Telehealth does not require a separate account login.

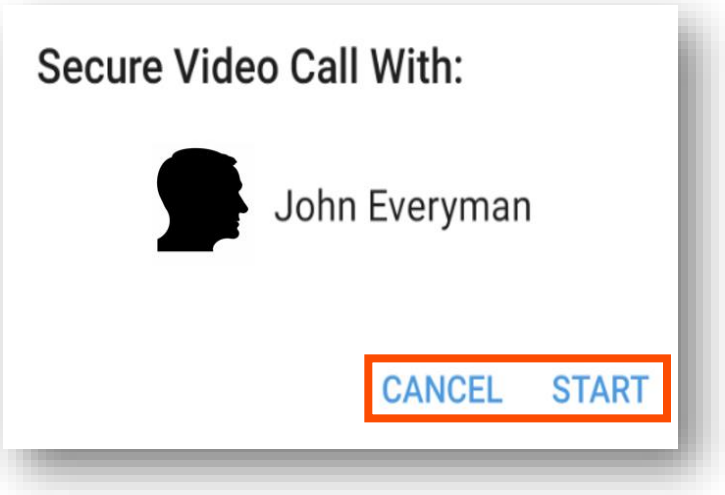
2. Select the **1-on-1** chat for the individual you would like to have a Telehealth chat with. The types of **1-on-1** chats that support Telehealth are:
   - 1-on-1 Chat
   - External Chat
   - Chat with Patient

Note: For more information on these various chat types, please see the Backline User Manual.

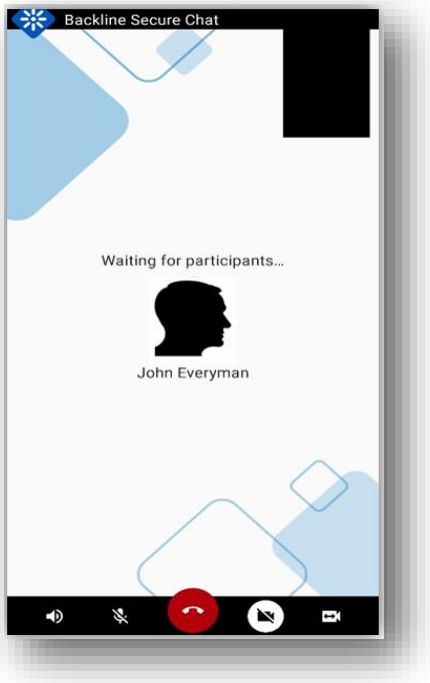
3. Once you are in the chat, press the icon on the top right of the chat window.



4. On the next screen, you can **Start** or **Cancel** the Telehealth chat.



5. After starting the Telehealth chat, wait for the individual to join the conversation.



6. Once the individual joins, you can chat normally via the Telehealth connection. You will also see the following icons:

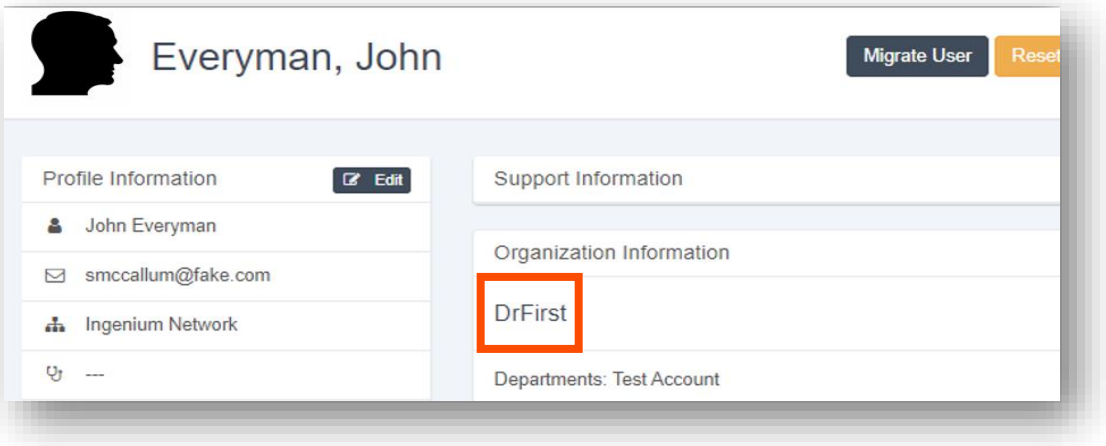
- : Mute and unmute audio of the person you are communicating with
- : Mute and unmute your audio
- : Disconnect from the Telehealth chat
- : Pause and un-pause your camera
- : Switches between your device's front and back cameras

Stuart McCallum

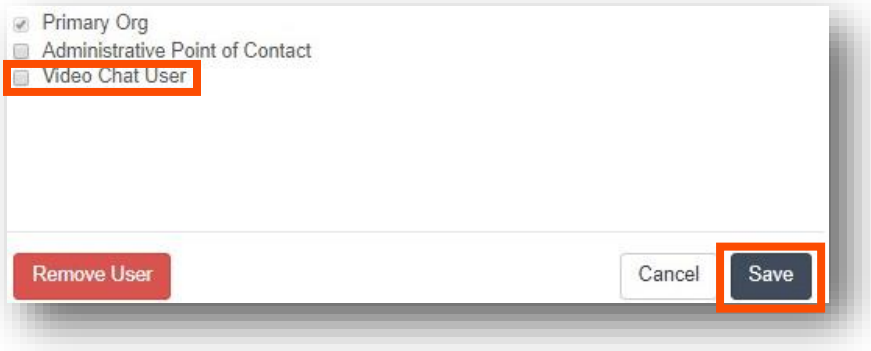
Setting up Telehealth for Users (Admins Only)

1. In **Backline Enterprise**, go to the **Users** tab and select the user you wish to grant access to Telehealth.

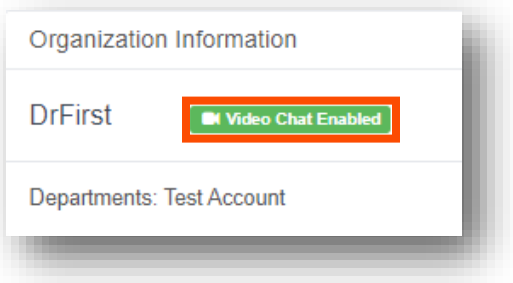
2. Once on the user's profile, click the **Organization** name as seen below.



3. The **Edit Attributes** page will then pop up.
    a. Check the box for **Video Chat User** and then click **Save.**



4. After saving, you will see **Video Chat Enabled** listed next to the **Organization** name.



Frequently Asked Questions

Question: What is the website for Backline?

Answer: The website for Backline is https://backline-health.com/login

Question: If I am an existing Backline user, do I need to use the new website for Backline or can I use https://backline.akariobl.com/#/login?

Answer: Yes, you will need to use the new website for Backline on the web version. As well, you will need to update your mobile app for Backline. If you have auto-update enabled for Backline, it will occur automatically.

Question: Does the patient or recipient of the video chat need a Backline account?

Answer: No, they will not need a Backline account. As a Backline user, you will initiate the secure chat with the recipient and be able to initiate video chat.

Question: How do I contact DrFirst Support?

Answer: DrFirst support is available 24/7 and can be contacted at 866-263-6512.