

# Telehealth Scheduling & User Guide

## Welcome

This guide walks you through each step to complete your health assessment online and book your in-person lab appointment—making the process simple, clear, and stress-free.

## Simple 4-Part Process

1. Log in to our Patient Portal.  
*Estimated Time to Complete: About 1 Minute*
2. Schedule your lab appointment.  
*Estimated Time to Complete: About 5-10 Minutes*
3. Complete the online health assessments.  
*Estimated Time to Complete: About 10-15 Minutes*
4. Schedule your telehealth appointment.  
*Estimated Time to Schedule Telehealth Appointment: About 5 Minutes*  
*Estimated Time Telehealth Appointment Will Take: About 15-20 Minutes*

To ensure your progress is saved, please complete the online health assessments and schedule your telehealth appointment in the same session. If not, you'll need to redo the online health assessments—a small delay we'd love to help you avoid.

## What You Will Need

1. A computer, tablet, or cell phone.
2. An internet connection that can handle video calls (at least 5G for a cell phone).
3. A government-issued photo ID for identity.

# Part 1: Log In

## First Login

1. Open your web browser and go to  
<https://patients.mobilehealth.com/login/user-login?authcode=j8qqL6tEBJ>
2. Enter your email address and click **"SEND PASSCODE."**
3. You will receive an email with a passcode to proceed. Retrieve the passcode from your email (check your spam folder if you don't see it in your inbox). Copy and paste the code into the **"ENTER PASSCODE"** field.
4. Click **"AUTHENTICATE"** - you are now logged into the portal and will be taken to the **"WELCOME"** page.

Mobile Health

## WELCOME

Welcome to Mobile Health! In order to create an account, schedule an appointment, or view upcoming appointments, enter your email address below to get started.

### GET STARTED

Email Address \*

someone@somewhere.com

You will receive an email with a passcode, valid for 15 minutes, after you click the button below. If you do not receive an email shortly, please check your spam folders.

**SEND PASSCODE**

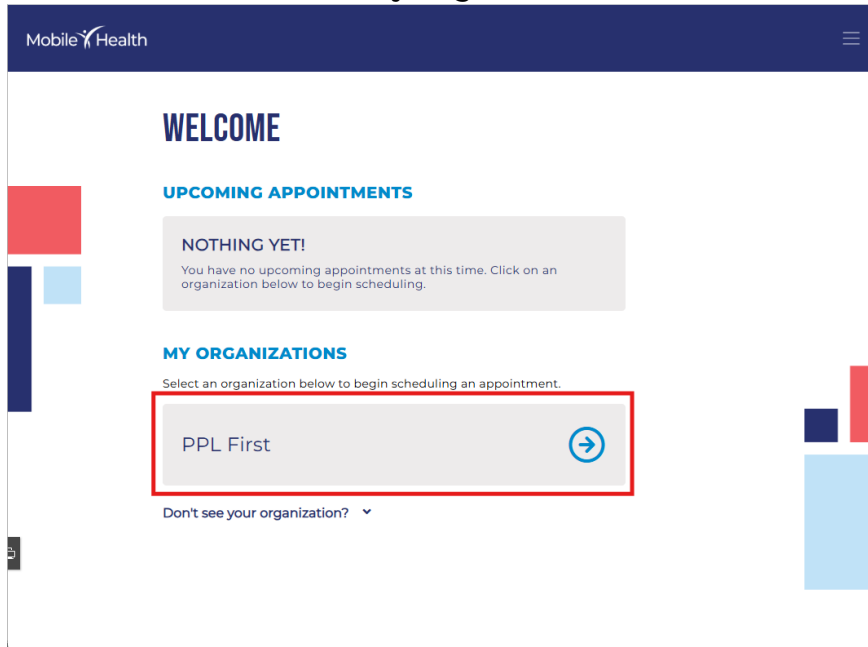
## Subsequent Logins

After you've logged in once, here's how to log in again:

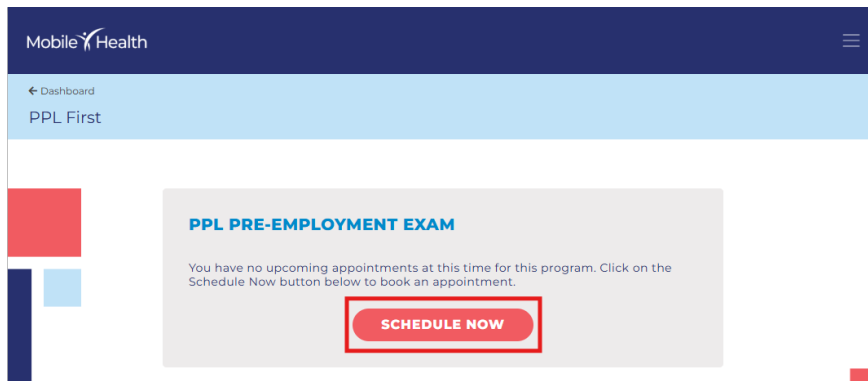
1. Open your web browser and go to  
<https://patients.mobilehealth.com/login/user-login?authcode=j8qqL6tEBJ>
2. Enter your email address if it isn't auto filled.
3. You will receive an email with a passcode to proceed. Retrieve the passcode from your email and enter it where prompted.
4. Click **"AUTHENTICATE"** and you'll be logged in and taken to the "Welcome" page.

# Part 2: Schedule Your Lab Appointment

1. Click **"PPL First"** under "My Organizations."



2. Click **"SCHEDULE NOW."**



3. Mobile Health received your information from PPL. Click “**CONTINUE**” to move forward with scheduling. A confirmation message will appear.

If any of your information is incorrect, **please update it in the PPL@Home app**. If you have questions or concerns, [contact PPL](#) for support.

1

**PATIENT INFORMATION**

^

Please review your information below. If information is incorrect and can't be corrected on the page, please return to PPL to make changes.

*\* Indicates a required field.*

**Your Details**

First Name *	Middle Name	Last Name *
<input type="text" value="Nichole"/>	<input type="text"/>	<input type="text" value="Effertz"/>
Date of Birth *	Gender Assigned at Birth *	Identified Gender *
<input type="text" value="09/04/1967"/>	<input type="text" value="Male"/>	<input type="text" value="Male"/>

**Contact Information**

Address 1 *	Address 2	
<input type="text" value="00828 Sawayn Orcha"/>	<input type="text" value="1"/>	
City *	State *	Zip Code *
<input type="text" value="New York"/>	<input type="text" value="NY"/>	<input type="text" value="11225"/>
Email Address *	Mobile Phone	
<input type="text" value="mreister@mobilehea"/>	<input type="text" value="(777) 222-2222"/>	

**Additional Information**

SSN	Communication Preference
<input type="text" value="912345669"/>	<input type="text"/>
Is Transition PA *	
<input type="checkbox"/>	

**CONTINUE**

4. Under “**Online Procedures**” make sure the “**Patient Self Health Assessment**” and “**Risk Assessment**” are checked. Click “**CONTINUE**.”

1 **PATIENT INFORMATION** ▼

2 **ONLINE PROCEDURES** ▲

The assessments listed below may be performed online, and require a video call with a clinician to review. Please select only if you can complete a video call.

**PLEASE NOTE:**

- This requires a video call with a clinician to review
- Video calls are only available in English at this time
- You must be physically located in the state of New York at the time of your call

If you are unable to meet these requirements please click "Continue" to select in-person assessments.

Patient Self Health Assessment - Pre-Employment	<input checked="" type="checkbox"/>
Risk Assessment	<input checked="" type="checkbox"/>

**CONTINUE**

3 **PROCEDURES** ▼

5. Under “**PROCEDURES**,” make sure Measles Titer, QuantiFERON TB Blood Test, and Rubella Titer are checked. History & Physical and Risk Assessment should **NOT** be checked. If they are, please **UNCHECK** them. Click “**CONTINUE**.”

1 **PATIENT INFORMATION** ▼

2 **ONLINE PROCEDURES** ▼

3 **PROCEDURES** ▲

Choose your desired procedures below. Any procedure that has a gray check mark is required by your organization as part of the package. All others you may opt in or out of.

**Individual Procedures**

History & Physical - to be used for PPL <i>Online procedure counts for this procedure</i>	<input type="checkbox"/>	<b>DO NOT CHECK</b>
Measles (Rubeola) Titer	<input checked="" type="checkbox"/>	
QuantiFERON TB Blood Test	<input checked="" type="checkbox"/>	
Risk Assessment <i>Online procedure counts for this procedure</i>	<input type="checkbox"/>	<b>DO NOT CHECK</b>
Rubella Titer	<input checked="" type="checkbox"/>	

**CONTINUE**

6. Enter your zip code and adjust the travel distance (ranges between 5 and 100 miles) under “**Maximum Distance.**”

Mobile Health

← Dashboard  
PPL First

1 PATIENT INFORMATION  
2 ONLINE PROCEDURES  
3 PROCEDURES  
4 SCHEDULE

Location

ZIP Code: 11101 Maximum Distance: 5 Miles

Available Clinics

- ☐ NEW SYNC 2  
1 ave ABCD 332 w  
Brooklyn, NY
- ☐ Test Branch  
1 ave C 33  
New York, NY
- ☐ Ras Branch  
560 Lexington Ave 4th floor  
New York, NY

View all

5 REVIEW  
6 CONFIRM

7. Choose an available clinic by checking the box next to the clinic's name. You can check multiple clinics to see time slots for each one. If a list of clinics does not appear, change the zip code or extend the maximum distance.

Mobile Health

← Dashboard  
PPL First

3 PROCEDURES  
4 SCHEDULE

Location

ZIP Code: 11101 Maximum Distance: 5 Miles

Available Clinics

- ☒ NEW SYNC 2  
1 ave ABCD 332 w  
Brooklyn, NY
- ☐ Test Branch  
1 ave C 33  
New York, NY
- ☒ Ras Branch  
560 Lexington Ave 4th floor  
New York, NY

View all

8. Select the desired appointment date and time block. Available times will appear by the clinic. If appointment times **DO NOT** appear for any location, a different location, date and/or time block must be selected.

Mobile Health

Dashboard  
PPL First

11101 5 Miles

**Available Clinics**

☒ NEW SYNC 2  
1 ave ABCD 332 w  
Brooklyn, NY

**Test Branch**

Apr 2025

04/01/2025

**Desired Time Block**

☒ Morning (6AM-12PM)  
☐ Afternoon (12PM-6PM)  
☒ Evening (6PM-12AM)  
☐ Night (12AM-6AM)

9. Once you have selected an available time at your location of choice, click **“CONTINUE.”**

Mobile Health

Dashboard  
PPL First

04/01/2025

**Desired Time Block**

☒ Morning (6AM-12PM)  
☐ Afternoon (12PM-6PM)  
☒ Evening (6PM-12AM)  
☐ Night (12AM-6AM)

**Available Times by Location**

**NEW SYNC 2**  
1 ave ABCD 332 w Brooklyn, NY

9:00 AM 10:00 AM 11:00 AM 12:00 PM

**Ras Branch**  
560 Lexington Ave 4th floor New York, NY

9:00 AM 9:30 AM 10:00 AM 10:30 AM 11:00 AM 11:30 AM

**CONTINUE**

5 REVIEW  
6 CONFIRM

10. Review: confirm all information is accurate. Click “**CONTINUE.**”

The screenshot shows the 'Mobile Health' app interface. At the top, there's a dark blue header with the app name and a menu icon. Below it, a light blue navigation bar shows 'Dashboard' and 'PPL First'. The main content area is titled 'SCHEDULE' and 'REVIEW'. It displays appointment details: 'Apr 01, 2025 | 9:30 AM', 'Ras Branch', '560 Lexington Ave, 4th floor', and 'New York, NY 10022'. Under 'Procedures Included', there are two sections: 'Online Procedures' with a checked box for 'Patient Self Health Assessment', and 'Individual Procedures' with checked boxes for 'History & Physical - to be used for PPL', 'Measles (Rubeola) Titer', 'QuantIFERON TB Blood Test', and 'Rubella Titer'. The 'Total Due: \$0' is shown. A red 'CONTINUE' button is highlighted with a red box. A progress indicator on the left shows steps 1 through 6, with step 5 'REVIEW' being the current step.

11. Check the box to agree to the Terms of Use and Privacy Policy, then click “**CONFIRM.**”

The screenshot shows the 'Mobile Health' app interface. At the top, there's a dark blue header with the app name and a menu icon. Below it, a light blue navigation bar shows 'Dashboard' and 'PPL First'. The main content area is titled 'SCHEDULE' and 'CONFIRM'. It displays a progress indicator on the left with steps 1 through 6, where step 6 'CONFIRM' is the current step. Below the progress indicator, the 'Total Due: \$0' is shown. A checkbox is checked, and the text 'I have read and agree to the Terms of Use and Privacy Policy.' is displayed. A red 'CONFIRM' button is highlighted with a red box.

A confirmation message will appear. Click “**DASHBOARD**” to return to the “Welcome” page. Your appointment should now appear under “Upcoming Appointments.”

You’ll receive an email notification confirming you’ve scheduled an appointment.



## To Reschedule/Cancel a Lab Appointment

If you need to reschedule your lab appointment, you will need to cancel the existing appointment and schedule a new one. **Here's how:**

1. Log in following the directions on page 1.
2. From the "Welcome" page click on your upcoming appointment.
3. Select "**CANCEL APPOINTMENT.**"

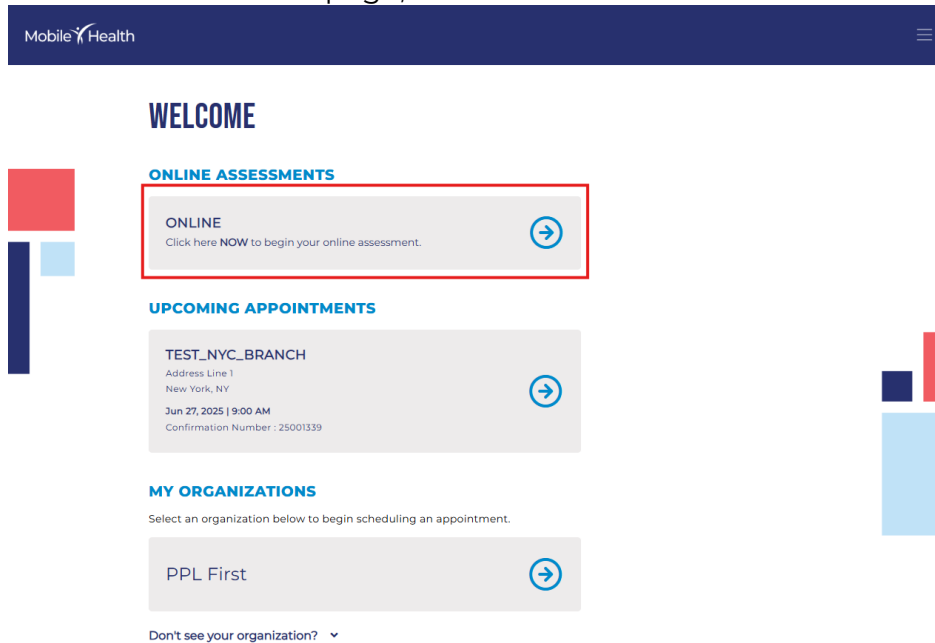
If you need to reschedule, please cancel your appointment at least 24 hours before your scheduled time.

You'll receive an email notification confirming you've cancelled your appointment. Once it's cancelled, you can reschedule.

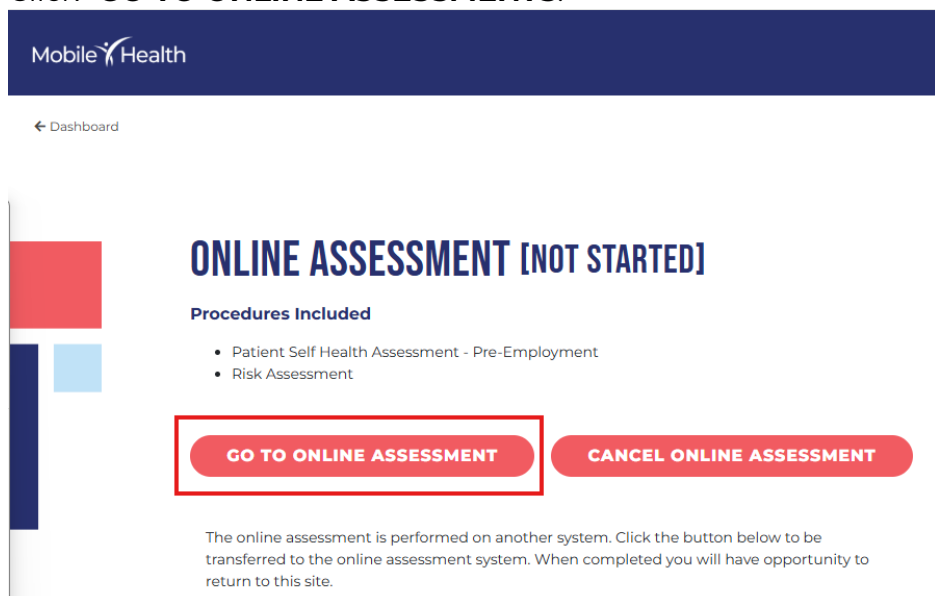
# Part 3: Complete Your Online Health Assessments

**Note: Parts 3 and 4 MUST be completed in the same session. If you do not complete them in the same session, you will need to start over when you next login.**

1. From the “Welcome” page, click **“ONLINE ASSESSMENTS.”**



2. Click **“GO TO ONLINE ASSESSMENTS.”**



3. Click **"PATIENT CONSENT FORM."**

Mobile Health

<< Dashboard

## VISIT DETAILS

**PPL FIRST**

Below is the list of procedures to complete online.

**NOTE:** Once the procedures are submitted, you must schedule a videocall with Mobile Health before your assessment can be completed.

**Location**  
Online

**PATIENT CONSENT FORM**

**Patient Name**  
Nichole Effertz

Please click each link to below to complete the procedures.

**Procedure Details**

- ☆ [Patient Self Health Assessment - Pre-Employment](#)
- ☆ [Risk Assessment](#)

4. The General Consent form will be first. Select **"Signature"** or **"Keyboard"** and sign (using your mouse or finger) or type your name in the box.

Mobile Health

MREISTER(

<< Visit Detail

## PATIENT GENERAL CONSENT

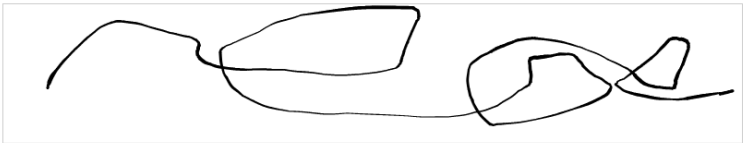
**1 OF 2**

NY General Consent

**Location**  
Online

**State**  
NY

☒ Signature ☐ Keyboard



Please sign above using your finger or mouse

**CLEAR** **SUBMIT**

5. Click **"SUBMIT."**

6. Repeat steps 4 & 5 for the Medical Consent form.

Mobile Health

<< Visit Detail

## PATIENT MEDICAL CONSENT

### 2 OF 2

This is the US Medical consent. This can be overridden by any state to provide state specific language.

**Location**  
Online

**State**  
OL

☒ Signature ☐ Keyboard



Please sign above using your finger or mouse

[CLEAR](#) [SUBMIT](#)

7. Under Procedure Details, click **"Patient Self-Health Assessment – Pre-Employment."**

*Note: The stars next to the assessments indicate that they have not been completed yet.*

Mobile Health

<< Dashboard

## VISIT DETAILS

**PPL FIRST**

Below is the list of procedures to complete online.

**NOTE:** Once the procedures are submitted, you must schedule a videocall with Mobile Health before your assessment can be completed.

**Location**  
Online

**Patient Name**  
Nichole Effertz

Please click each link to below to complete the procedures.

**Procedure Details**

- ☆ [Patient Self Health Assessment - Pre-Employment](#)
- ☆ [Risk Assessment](#)

8. Answer all the questions, click “**NEXT**” to go to the next page until there aren’t any pages or questions left.

## PROCEDURE SCREENING

### PATIENT SELF HEALTH ASSESSMENT - PRE-EMPLOYMENT

PREVIOUS

NEXT

1

2

3

4

5

History

Within the last year, have you ...

Had any significant illness or hospitalization? \*

☐ Yes ☐ No

Had surgery? \*

☐ Yes ☐ No

Had any significant injuries or developed a new health problem? \*

☐ Yes ☐ No

Seen a physician for any major illness? \*

☐ Yes ☐ No

Had any reason to believe that you cannot or should not provide patient care? \*

☐ Yes ☐ No

Struggled with any unresolved illness or medical conditions? \*

☐ Yes ☐ No

PREVIOUS

NEXT

*Note: During the health assessment, you will need to provide your blood pressure. If you do not have your blood pressure, [click here](#) for tips on how to get it.*

9. Click where it says “**this link**” (A) if you need to change any answers.

Click “**SELECT FILES**” (B) if you’d like to provide any supporting documentation, which is optional. Then select the file you’d like to add. Repeat until all files have been added. Click “**UPLOAD**.”

Click “**SUBMIT**” (C) once all answers are correct and all optional, supporting documentation has been uploaded.



<< Visit Detail << Procedure Screening

## SUBMISSION REVIEW

### PATIENT SELF HEALTH ASSESSMENT - PRE-EMPLOYMENT

Thank you for conducting the procedure for PPL First! If you would like to change any information regarding the procedure inputs, please click [this link](#). If you are ready to submit your results, please click the Submit button below.

A

SUBMIT

C

Add any supporting files

SELECT FILES

B

UPLOAD


Filename

Document Type

Size

No Files Found!

10. Under Procedure Details, click “**Risk Assessment.**”



## VISIT DETAILS

### PPL FIRST

Below is the list of procedures to complete online.

**NOTE:** Once the procedures are submitted, you must schedule a videocall with Mobile Health before your assessment can be completed.

**Location**  
Online

**Patient Name**  
Nichole Effertz

Please click each link to below to complete the procedures.

**Procedure Details**

- [🔗 Patient Self Health Assessment - Pre-Employment](#)
- [★ Risk Assessment](#)

11. Complete all the questions, then click “**NEXT.**”

## PROCEDURE SCREENING

### RISK ASSESSMENT

[PREVIOUS](#) [NEXT](#)

1

Questions

Have you ever had a diagnosis of Active TB or Latent TB, or a positive skin test, or positive blood test for TB? \*

☐ Yes ☒ No

Have you ever been treated for Active or Latent TB Infection? \*

☐ Yes ☒ No

Do you have any of the following symptoms; coughing for three or more weeks, coughing up blood, chest pain or pain with breathing or coughing, unintentional weight loss, loss of appetite, fatigue, fever, night sweats or chills which could be indicative of a TB infection? \*

☐ Yes ☒ No

Have you ever been exposed to anyone exhibiting the above signs or symptoms, or someone who has had active TB? \*

☐ Yes ☒ No

Are you or do you plan immunosuppression, including receipt of an organ transplant, treatment with an TNF-alpha antagonist (e.g., infliximab, etanercept, or other), chronic steroids (equivalent of prednisone > 15 mg/day for > 1 month) or other immunosuppressive medication, or do you have human immunodeficiency virus infection. \*

☐ Yes ☒ No

12. Click where it says “**this link**” (A) if you need to change any answers.

Click “**SELECT FILES**” (B) if you’d like to provide any supporting documentation, which is optional. Then select the file you’d like to add. Repeat until all files have been added. Click “**UPLOAD**.”

Click “**SUBMIT**” (C) once all answers are correct and all optional, supporting documentation has been uploaded.

Mobile Health

<< Visit Detail << Procedure Screening

## SUBMISSION REVIEW

### RISK ASSESSMENT

Thank you for conducting the procedure for PPL First! If you would like to change any information regarding the procedure inputs, please click [this link](#). If you are ready to submit your results, please click the Submit button below.

A **SUBMIT** C

Add any supporting files

**SELECT FILES** B **UPLOAD**

Filename	Document Type	Size
No Files Found!		

13. Once both assessments are complete, you’ll see a check mark next to them. Click “**SUBMIT**.”

## VISIT DETAILS

### PPL FIRST

Below is the list of procedures to complete online.

**NOTE:** Once the procedures are submitted, you must schedule a videocall with Mobile Health before your assessment can be completed.

**Location**  
Online

**Patient Name**  
Nichole Effertz

Please click each link to below to complete the procedures.

**Procedure Details**

☒ [Patient Self Health Assessment - Pre-Employment](#)

☒ [Risk Assessment](#)

**SUBMIT** The procedures are complete so you can submit when satisfied with your answers. If there is anything that you want to review, click on the links provided above prior to submitting. Once submitted you will not have ability to edit again.



# Part 4: Schedule & Attend Your Telehealth Appointment

1. Click “**Schedule Appointment**” from the “**Schedule Tele-Health Appointment**” screen.

Mobile Health

## SCHEDULE TELE-HEALTH APPOINTMENT

### PPL FIRST

Responses submitted successfully.

**NOTE:** Please click the link before you leave to reserve time to meet with someone at Mobile Health to review your responses. Ensure you utilize the same email address you used to log in to sQribe (*mreister@mobilehealth.com*).

[Schedule Appointment](#)

2. Select a date and time for your video appointment.

Mobile Health

## Telehealth

Pre-employment Health Assessment   
Schedule the your video visit for your pre-e... [Read more](#)  
15 minutes

Booking for Pre-employment Health Assessment

May 31

<

>

May 2025

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

TIME

10:00 AM

10:15 AM

10:30 AM

10:45 AM

11:00 AM

11:15 AM

11:30 AM

11:45 AM

12:00 PM

12:15 PM


12:30 PM

12:45 PM

1:00 PM

1:15 PM


1:30 PM

 All times are in (UTC-05:00) Eastern Time (US & Canada)

Mobile Health

ppl@mobilehealth.com | 646-680-0450 | **mobilehealth.com**

3. Add your information. Click “**BOOK.**”

 **ADD YOUR DETAILS**

**First and last name \***



**Email \***








**Phone number \***

**Add any special requests**


**Book**

4. After booking your telehealth appointment, you'll receive a confirmation email with a link for your video appointment.

 **Development Test**  
To:  Megan Reister

  Reply  Reply all  Forward   

Fri 6/6/2025 11:48 AM

 booking.ics  
3 KB


Development Test

Hi Nichol Effertz

**Your Booking is confirmed.**

**Bookings details**

Service Name	Virtual consultation
With	Rebecca Lee
When	Friday, June 20, 2025 10:00 AM - 10:15 AM (UTC-05:00) Eastern Time (US & Canada)

 Reschedule

**Additional Information**

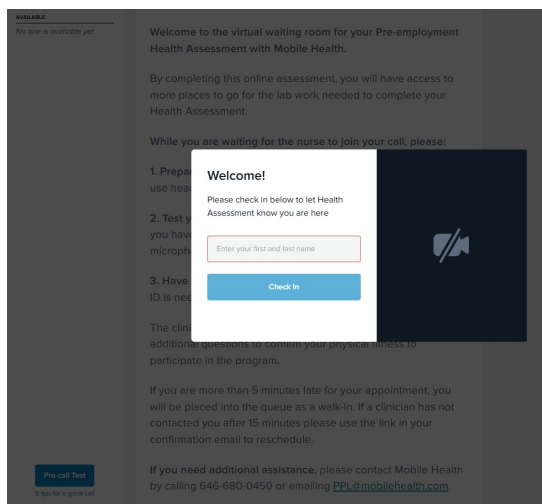
Hello!

Thank you for booking your **Pre-Employment Health Assessment** with Mobile Health for the New York Consumer Directed Personal Assistance Program (CDPAP).

When it is time for your appointment, please use the following link to start your video call:

[mobilehealth.doxy.me/cdpaphealthassessment](https://mobilehealth.doxy.me/cdpaphealthassessment)

- **RED BOX:** Meeting Invite for the telehealth appointment.
  - **BLUE BOX:** Confirmation of date and time for the telehealth appointment.
  - **PURPLE BOX:** Button to reschedule your appointment, if necessary.
  - **GREEN BOX:** Link to join your telehealth appointment.
5. A few minutes before your telehealth appointment is scheduled to start, click the link in your confirmation email to join the call. Enter your name when and where prompted, and click **“Check In.”** You will join a waiting room until the clinician joins.



## Welcome!

Please check in below to let Health Assessment know you are here

Check In

While in the waiting room, you can review the tips on the help screen.

6. During the call, check the chat on the left side of the screen for notes from the clinician. You can also use the chat to ask the clinician questions.
7. Once the call is completed, Mobile Health will upload the results of your online assessments directly to PPL. To view details of your assessment, please go to the PPL mobile app. For any next steps, please contact PPL directly.

# Logout

To ensure your information remains private and secure, please click “Logout” from the menu (top right) each time you finish using Patient Portal.

