

How to use the Owl Client Portal

Creating an Account for the Owl Client Portal

WHAT IS THE OWL CLIENT PORTAL?

We use Owl Practice, a web-based practice management system that securely stores and manages client records and offers video capability. With the online Client Portal, clients can: (1) Schedule sessions, (2) Send and receive secure messages, (3) Access their account, and (4) Join secure, virtual video sessions.

HOW DO I CREATE MY OWL CLIENT PORTAL ACCOUNT?

We make the Owl Client Portal available to people who are ready to schedule an assessment. We send a log-in name and temporary password via email (using Hushmail, because it is secure). You can then use this information to log into your Client Portal account.

AFTER YOU SEND ME MY LOG-IN NAME AND TEMPORARY PASSWORD, WHAT STEPS DO I TAKE?

1 Visit the webpage: <u>https://oab.owlpractice.ca/equilibriapsych</u> It will look like the image shown below. Click on the **Sign in** button on the top right.

	Equilibria Psychological Health	Home	Book Now	Sign In	•			
	About Services Profile							
	Equilibria Psychological Health							
2 Th En tha Cli yo	Welcome! At Equilibria Psychological Health, we support the psychological well-beir health care professionals.	ng and quality of life	e of adults with he	eart disease a	and			
	Please note that we have a focused scope and do not offer the full spectrum of psychology services to (1) adults with heart conditions and (2) clinicians (physicians,				al			
2	The pop-up box (shown on the right) will then appear.	Sign In						
	Enter your email address and the temporary password	Email or Username *						
	that we sent you via Hushmail.							
2 T E tl C y (Click the Sign in button on the bottom right and	Password *						
	you will be able to access your account!							
		Remember Me						
		Forgot Password?						
		Remember Me Forgot Password? New to the Client Portal? <u>Conta</u>	rtal? <u>Contact you</u>	r clinic to get	t started			
3	You will see tabs at the top of the website, shown below.							
	(see next page for how to use each tab)	Cancel Sign In						
Hom	e Messaging My Account Book Now Sign Out 🗱							

Still have questions about using the Client Portal? Please contact us at info@equilibriapsych.com





How to use the Owl Client Portal

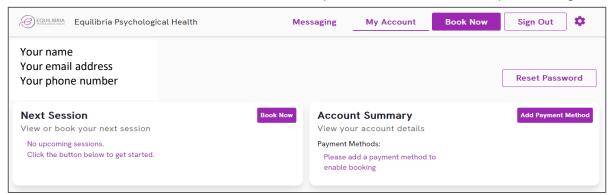
Using the Owl Client Portal

MY ACCOUNT

After clicking on the My Account tab, **reset your password** by clicking on the Reset Password button.

You can also view details about your next session and view your financial account summary.

You must **add a payment method before sessions can be booked**. Click on the Add Payment Method button and enter your credit card details, which are stored using encryption. Equilibria Psychological Health does *not* have access to credit card details. We use Stripe automatic credit card processing.



BOOK NOW

If you click on the Book Now tab, you will be taken to the page on the right.

New client: Select Initial Assessment.

Returning clients: Select Psychotherapy.

You can then click through the calendar on the right to choose the day and time that work best for your schedule – click **Book** to complete the booking.

As explained above, you must enter a payment method before booking.

MESSAGING



Equilibria Psychological Health	Messaging	My Account	Bo	ok N	low		Sig	n Ou	Jt	\$
Your Booking										
New to booking appointments online? Learn more here.										
For Which Service?			When	?						
● Initial Assessment (Virtual) \$450			Times li	sted in	n (UT	C-4:00)) Can	ada/	Easte	rn
 FOR ALL NEW CLIENTS: A psychological assessment typic minutes. Clients are seen on their own (ie, without family rinterview, the psychologist will ask questions and learn at psychological, social and physical health background and reasons for seeking psychological services. Clients might Time permitting, feedback may be provided at the end of and the client discuss diagnoses (if appropriate), review client steps together. Psychotherapy (Virtual) \$285 Therapist 	members present). During a clinical bout a client's concerns, their current experiences, and their also be asked to complete surveys, the assessment. The psychologist			5 12 19 26		WE 7 14 21	TH 1 15 22 29	FR 2 9 16	3 10 17	
Adrienne Kovacs PhD CPsych				Bo	ok as	video	sess	ion (0	
Dr. Adrienne Kovacs has been a psychologist since 2005 a earning her PhD in Clinical Psychology and completing po: psychology, she spent 17 years as a clinical faculty mer integrated within hospital cardiology programs. In 2022 si Health to focus on on the mental health of adults living wi care professionals. Dr. Kovacs understands the challenge perspectives of both patients and clinicians. She offers a approach and enjoys helping people develop strategies to and improve their availity of life.	st-doctoral fellowships in cardiac hber, researcher, and educator fully he launched Equilibria Psychological th heart disease as well as health s of the health care system, from the respectful, warm, and empathic		8:00 a.m.			Book :00 p.:			2:00	p.m.

PSYCHOLOGICAL HEALTH

In this tab, you can read messages or click on the **Plus Circle** (shown above) to start a new conversation (choose Adrienne Kovacs as the therapist). The Client Portal is for simple questions (eg, scheduling) rather than clinical issues that are best discussed during sessions. Unless on vacation, we usually respond within 2 business days. The Client Portal should not be used for urgent concerns. In a mental health emergency, call 911 or go to your nearest hospital emergency department for immediate assistance.

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How to use the Owl Client Portal

Joining Video Sessions using the Owl Client Portal

GETTING STARTED

When it is time to join your video session, log into the Owl Client Portal and click the **My Account** tab Then click on the **Join button** next to your booking (*see right*). This button becomes active 30 minutes before the start time of your session.

JOINING A SESSION

After clicking the Join button, **the secure video session will open in a new browser tab** on your computer or mobile device (*see right*). After confirming your display name, click **Begin** to enter the session.

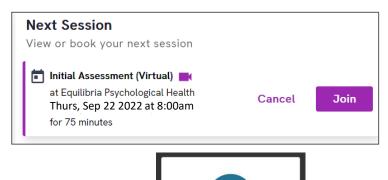
ALLOWING ACCESS TO YOUR CAMERA & MICROPHONE

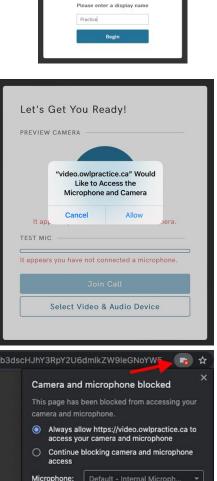
Your first time using Video Therapy, your browser will most likely prompt you to grant access to your camera and microphone (*see right, although it might look different on different computers or mobile devices*). You will need to allow both for virtual sessions.

If your browser does not prompt you, or you have already blocked access, you should see an icon in the top-right of your screen with a red "x" (*see bottom right*). Click this icon, allow access, and press done. You might need to refresh your browser.

Your camera and microphone settings should automatically save for future sessions.

To start the session, click the Join Call button.





Initial Assessment

(Virtual) 8:00am

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EQUILIBRIA PSYCHOLOGICAL HEALTH

Done

Camera:

Manage

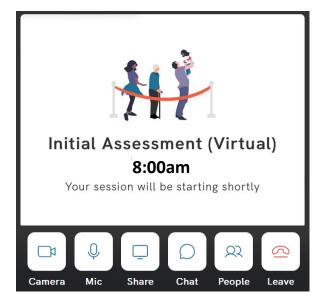


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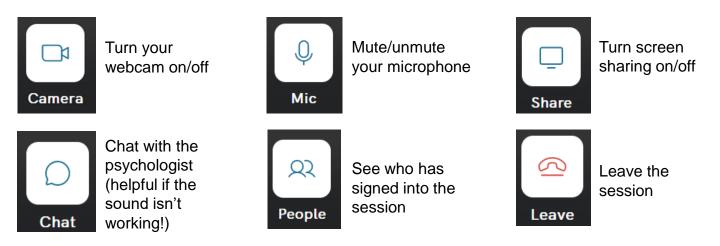
THE VIRTUAL WAITING ROOM

After joining the session, you will enter a virtual waiting room (*see right*). You will be admitted to the video session by your psychologist when they are ready to begin.



PSYCHOLOGICAL HEALTH

ACTIONS YOU CAN TAKE DURING THE SESSION



TIPS FOR VIDEO SESSIONS

- If possible, it is better to use a desktop or laptop computer rather than a mobile device (like your cell phone). That's because incoming phone calls sometimes disrupt video sessions. Also, screen sharing is not available if people are using mobile devices. However, don't worry if you don't have access to a computer, don't worry we can still make it work using a mobile device!
- We recommend finding a comfortable and private space where you feel comfortable sharing private information with the psychologist.

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