

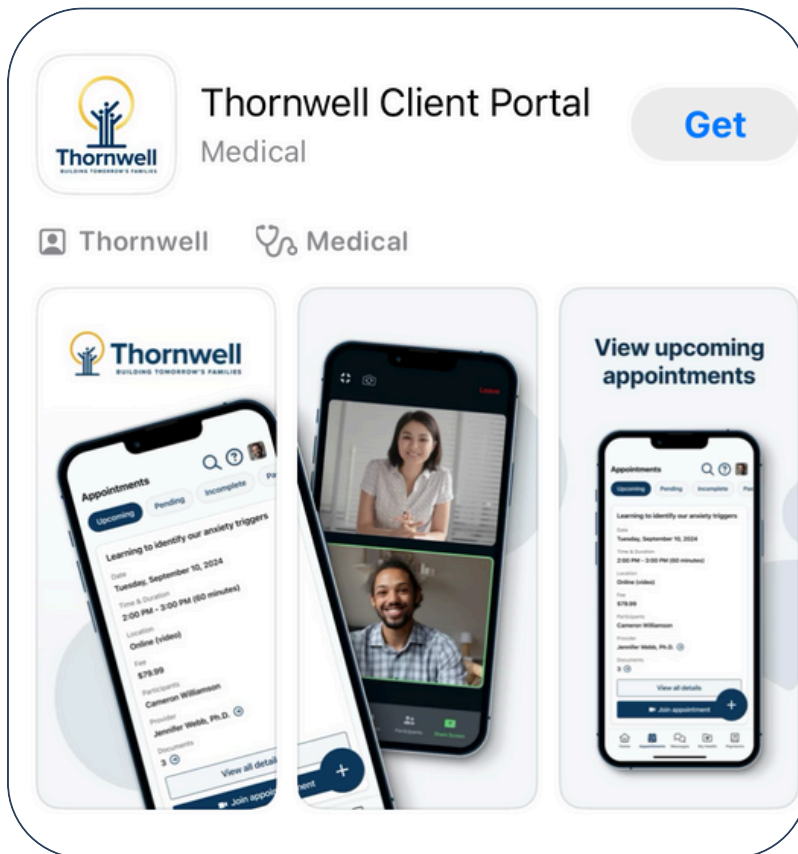


Thornwell
BUILDING TOMORROW'S FAMILIES

CLIENT PORTAL
WELCOME PACKET



www.Thornwell.org
app.thornwell.org



W
E
L
C
O
M
E

Welcome to Thornwell! This packet is designed to walk you through how to access and use the features of our virtual Client Portal.

All clients will receive an initial email invitation to the Thornwell Client Portal before their first scheduled appointment, or when new client forms are assigned for completion.

There are 2 easy ways to access the Thornwell Client Portal:

[1] Mobile App

Download the “Thornwell Client Portal” app from your device’s app store.



[2] Web-based App

Enter “app.thornwell.org” in your browser.



WHAT'S IN MY PORTAL?



See Upcoming Appointments

Check your schedule for upcoming appointments you have with a member of the Thornwell team.

Join Video-Sessions

You are one just click away from your secure video session with a Thornwell provider.



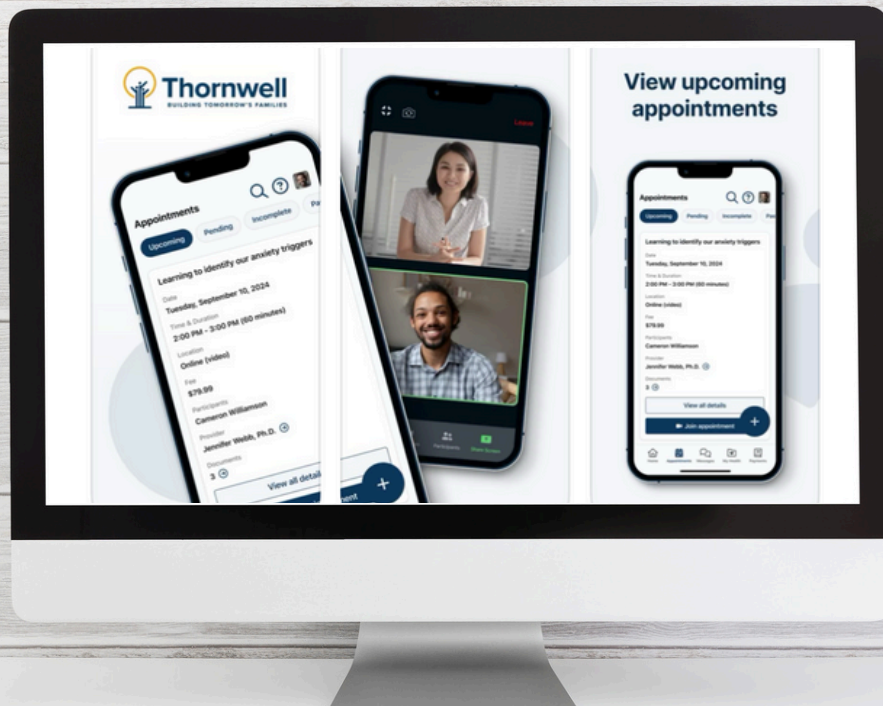
Message the Thornwell Team

Exchange non-emergency messages, and view or send attachments securely with your Thornwell care team.

Electronic Forms and Signatures

Review and complete electronic forms and consents with ease.





HOW DO I START USING MY PORTAL?

1

Check your Email for an Invitation

You'll receive an invitation email from Thornwell to create a Portal account when your team first assigns you a Form, or schedules you an appointment. Download the mobile app after confirming your account.

2

View and Sign Assigned Forms

Complete and sign all Forms assigned to you. If a second person (like another parent) needs to sign, they will automatically be sent their copy after you are done.

3

Set Reminder Preferences

On the web, select if you want reminders by SMS (text) or Voice, in addition to Email. On the Mobile app, you'll receive push notifications for upcoming appointments, and for new messages or Forms.

4

Set up Video Access

The web-based app will check if your device is able to join secure video calls. You will be prompted to download and install Zoom if necessary. (If using the mobile app, you will join video calls directly from the Client Portal app).

5

Join a Virtual Therapy Session

On the day / time of your virtual appointment, click "Join Appointment" from the Home Page of your Client Portal to join your secure, HIPAA compliant video link.

6

Message your Team

Open Messages in the Client Portal to communicate securely with your Thornwell team. Use the paperclip icon to upload any requested documents.





HELPFUL TIPS

01

Need Technical Support?

- In the Mobile App - Tap the Question Mark icon at the top right to request Support
- On the Web-based App - Click your Name on the top right and select "Contact Support" from your user menu.
- Email: Send an email to appsupport@thornwell.org

02

How to Make Video Sessions a Success:

- Charge your device ahead of time and have a power cable handy
- Treat Video Sessions the same as in-person - Choose a private location that will be free from distractions and interruptions.
- Turn off TV's and ensure there is enough lighting for your Thornwell provider to see you.
- Set your device on a stable surface and make sure all participants are in view. For Family Therapy sessions, a tablet or laptop may be needed.
- Stay seated, do not allow children to carry the device around
- Wear appropriate clothing (shirts and pants required)
- Join your session 2-3 minutes early to allow time for any last-minute troubleshooting.

03

Remember: Portal messages should never be used for Emergencies!

All routine communication and questions should be sent through the Portal. But it should not be used for emergencies. Your Thornwell provider is unable to respond to Portal messages when they are with other clients. **In the event of an emergency, you must call your Provider by phone, call 911 or call your local Crisis Line for immediate help.**

