



Your First Visit



SIGN IN & COMPLETE YOUR PROFILE

Click the link sent to you by text or email (from info@jointstrong.com) and follow the prompts to set up your profile and answer a few quick questions.



FILL OUT YOUR INITIAL QUESTIONNAIRE

This gives your clinician a clear view of your current symptoms before your visit.



DECIDE HOW YOU'LL JOIN THE APPOINTMENT

Using a phone or tablet? Install the Google Meet app from the App Store or Google Play.

If the app doesn't open, try disabling your pop-up blocker.



TEST YOUR SETUP

Open the JointStrong App and tap "Start Telehealth".

Make sure to:

- Allow camera and microphone access
- Enable notifications

If you can see your video—you're ready!

What to Do on Appointment Day



FIND THE RIGHT SPACE

Choose a quiet area with strong Wi-Fi and enough room to move around for the exam.



LOG IN 10 MINUTES EARLY

- Open the JointStrong App
- Complete your updated questionnaire
- Tap "Start Telehealth" to enter your clinician's Google Meet lobby



JOIN YOUR SESSION

Tap "Join" or "Ask to Join" to let your clinician know you're ready. Your visit will begin shortly.

If you're not connected within 10 minutes, call us at 855-293-0340.

After Your Visit



REVIEW YOUR MOVEMENT PLAN

Your clinician's instructions will appear on your JointStrong App home screen.



STAY IN TOUCH

Tap the "Messages" icon to send secure messages to your care team anytime.

Make sure notifications are turned on to get replies!

Telehealth Quick-Start Guide
Call 855.293.0370 to schedule
an appointment

