

Accessing telehealth appointments through E-mail

1. Locate the e-mailed invitation and click on the link that says “Join the appointment”
The e-mail was sent 24 hours before your appointment or, if your appointment was scheduled within 24 hours, at the time it was scheduled. If you cannot locate in your inbox, check your Spam.

Hello Chester,

This is your link for your upcoming appointment with Muldowney, Mackenzie. Please do not delete this e-mail until after the time your appointment has occurred. Please be prepared to pay your copay or co-insurance at the time of your appointment.

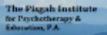
When: Monday, March 24, 2025 3:30 PM EST (Eastern Standard Time).

To join the appointment click this link: [Join the appointment](#)

Thank you,
The Pisgah Institute

(828) 254-9494

2. Enter your Last Name and Date of Birth and click “Confirm”

 | Telehealth

Confirm Patient Identity

Patient's Last Name *
Cheetah

Patient's Birth Date *
06/09/1989 

Confirm

 **Important Information**

If this is an emergency, call **911**.

Your credit card will be charged for the pre-determined cost of today's visit, based on your insurance benefits and the expected cost of services.

Your telehealth provider may request an in person follow-up visit before a diagnosis can be made and care is provided. Telehealth charges still apply.

3. If you have a co-pay for your appointment, you will be prompted to pay it at this time.

Education, PA

Payment Information

Copay **\$20.00**
3:30 PM 03/24/2025 MACKENZIE MULDOWNNEY ,
LCMHC

Charge Amount \$20.00

Enter your credit card details below to make a payment. Fields marked with an asterisk (*) are required.

* Card Holder Name:

* Billing Address: * Zip Code:

* Card Number:

* Card Exp:

* Card CVV:

Save card and authorize it for automatic charging against any outstanding patient balances.

Card Nickname

* I accept the [Terms and Conditions](#)

View Meeting Hub 

- You are now in the Meeting Hub. When the "Join Call" button turns green you can click it to be connected to your provider.

The Plogah Institute for Psychotherapy & Education, P.A. | Telehealth Sign out

Meeting Hub

[Show Call Notification Settings](#)

MACKENZIE MULDOWNEY, LCMHC	3:30 PM March 24, 2025	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">Join Call</div> ...waiting for provider
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 [Download Zoom](#) ▼

 Upcoming Appointments

No upcoming appointments

The Plogah Institute for Psychotherapy & Education, P.A. | Telehealth Sign out

Meeting Hub

[Show Call Notification Settings](#)

MACKENZIE MULDOWNEY, LCMHC	3:30 PM March 24, 2025	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block; background-color: #28a745; color: white;">Join Call</div> provider has started call
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 [Download Zoom](#) ▼

 Upcoming Appointments

No upcoming appointments