

Serene Minds, LLC



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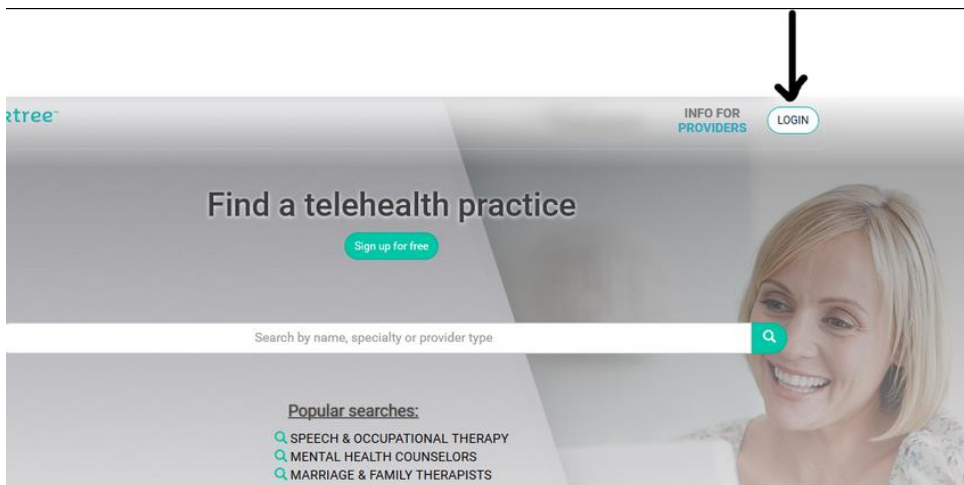
Clocktree: Instructions for Patients

I. Instructions for the patients to join the video session on Clocktree

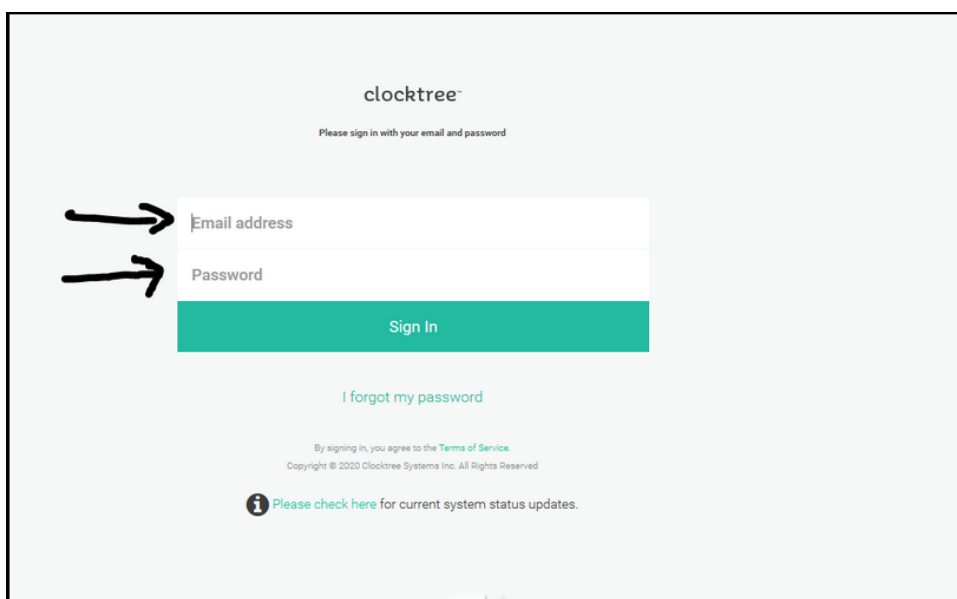
(Note: If you do not have an account on Clocktree, please contact the frontdesk staff to send you an email invitation for signing up)

1. On the day of your appointment, please go to the clocktree.com website or click:
<https://www.clocktree.com/>

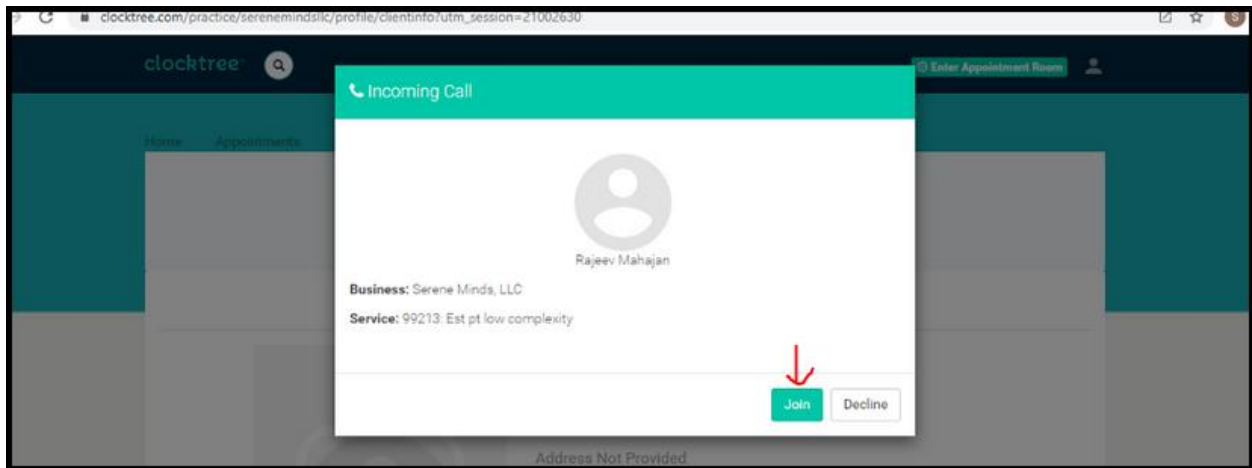
2. In the next window click on Login (at the top right)



3. Next enter your email and password and then click “Sign In” *(If you don’t have an account yet, please contact Serene Minds front desk and ask to send you an invitation to sign up).*



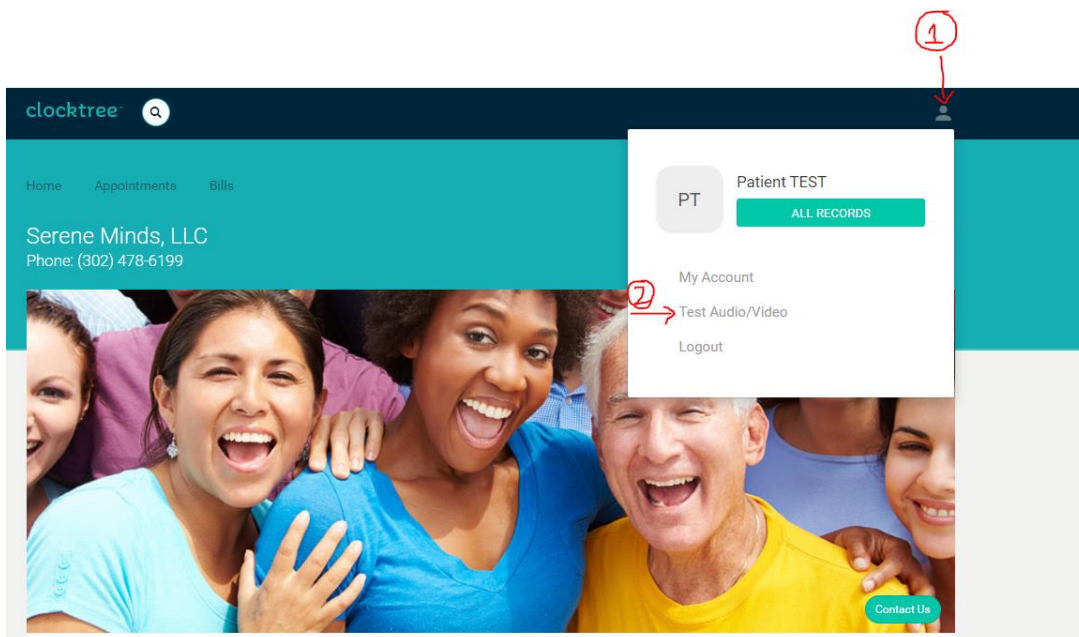
4. Once you are logged in, wait for your clinician to call via Clocktree. You will hear a ring on the device on which you are signed into C. Click JOIN and you will be connected with your doctor.



II. Instructions for the patients to test audio/video connection

We strongly recommend that patients test their Audio/Video connection few minutes before the appointment with their clinicians.

1. Log into your Clocktree account (as explained in the above section)
2. After logging in, click user icon on the top right of your screen and then click "Test Audio/Video"



III. How to send a message to the practice via Clocktree

If you are logged into Clocktree, from your home page you can initiate a message by clicking the message icon. On the next page, you can click “+New” to either initiate a new message for the front desk or you can click on “View/Reply” to reply to a message in existing thread.

Please note that it may take up to 24-48 hours to reply to your message. Mailbox is not monitored over the weekends and holidays. If you need to communicate urgently, then please call our office at (302) 478-6199.

The screenshot displays the Clocktree patient portal interface. At the top, the 'clocktree' logo and a search icon are visible. Below the header, a navigation bar includes 'Home', 'Appointments', and 'Bills'. The 'Home' link is highlighted with a red arrow. The main content area is titled 'Patient's Home' and features a 'Practices' section where the user is a client of 'Serene Minds, LLC'. A red arrow points to a message icon in the top right corner of this section. Below this, a 'Services' section for 'Serene Minds, LLC' is shown. A navigation bar at the bottom includes 'INFO', 'APPOINTMENTS', 'MESSAGES', 'NOTES', 'DOCUMENTS', and 'BILLING'. The 'MESSAGES' tab is selected and highlighted with a red arrow. Below the navigation bar, the 'Messages' section shows a '+ New' button circled in red. A list of messages follows, with the first message from 'Contact Us' (CU) having a 'View/Reply' link highlighted with a red arrow. The message text includes 'TEST' and '11 minutes ago'.

clocktree

Home Appointments Bills

Patient's Home

Practices
you are a client of

Serene Minds, LLC
Phone: (302) 478-6199

Services

Serene Minds, LLC
Phone: (302) 478-6199

INFO APPOINTMENTS MESSAGES NOTES DOCUMENTS BILLING

Messages summary + New

- To view or reply to a conversation click on the message or **View/Reply** link

CU Contact Us
TEST

11 minutes ago View/Reply