PATIENT VIDEO INSTRUCTIONS
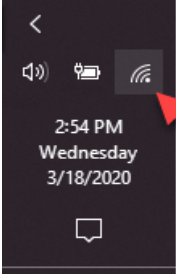## to Begin Telemedicine Encounter

Desktop Users – PC, MAC, Chromebook

STEP 1 - PREPARE YOUR HARDWARE AND SOFTWARE IN ADVANCE OF YOUR TELEMEDICINE VISIT

Check that all hardware and software needed for your telemedicine visit is working:

	✓ **Internet Connection/WiFi:** Check to make sure your machine is connected to the Internet.
	✓ **Webcam:** Test your webcam to make sure it's working (hint- use the software that came with your webcam to test and adjust webcam settings)
	✓ **Microphone:** Test your microphone to make sure it's working (hint – your microphone is likely a part of your webcam and may use the same software)
	✓ **Browser Software** - Check to be sure that you have one of the following web browsers installed. Chrome, Internet Explorer and Safari web browser software is supported.

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STEP 2 – CHECK-IN **1 HOUR** BEFORE YOUR APPOINTMENT

"WHAT TO EXPECT"
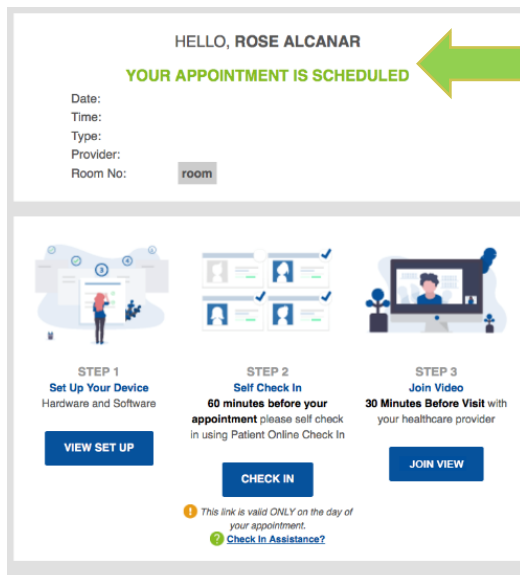
Appointment Confirmation Email - When your telemedicine appointment is made, you'll receive an *Appointment Confirmation Email*. This email contains instructions you should use to prepare in advance for your visit.

Appointment Reminder Email - Approximately **24-48 hours before** your appointment, you'll also receive an *Appointment Reminder Email*.

This email will include links to your Visit Check-In and your Telehealth Video Link. You will use these to check-in for your visit and connect to the telehealth video link.

SELF CHECK-IN: The following steps can <u>only</u> be performed <u>on the day of your visit</u>

1. **Click on the Visit Check-In Link** in your Appointment Reminder Email
2. When prompted, **enter your Last Name & Date of Birth**
3. Now, **press next and complete** the Check-In Process

▷ *View Patient Check-In Video*

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STEP 3 – JOIN TELEHEALTH VIDEO LINK **30 MINUTES** BEFORE YOUR VISIT TIME

After you have completed check-in and it is time for the visit, click on the **"Join Session" Link** in the **Appointment Confirmation Email**:

1. The link will start with **meet.wrshealth.com** and have in unique 6-digit number
2. Click to open Telehealth **Video Link** in your browser
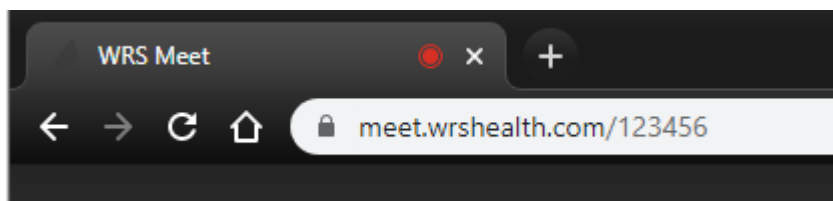
   Once connected, you'll see 3 icons at the bottom of the page.
3. Select the three small dots on the lower right-hand side of the video. This will bring up the video call settings.
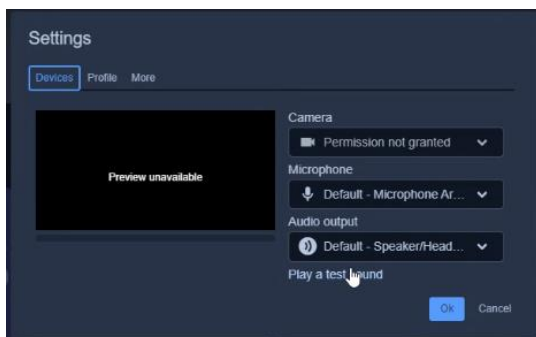
   Make sure that the camera, microphone, and audio output is correct. To test, select "Play a test sound." If your webcam is working properly, you will see yourself in the window on the left.
4. This confirms you have connected to the telehealth visit and you're sharing audio (microphone) and video (webcam)

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5. Please wait here until your provider enters the video room
6. You'll see your provider's webcam when they arrive

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