

PATIENT VIDEO INSTRUCTIONS

to Begin Telemedicine Encounter

Mobile/Cell Phone & iPad Users

STEP 1 - PREPARE YOUR DEVICE AND SOFTWARE FOR YOUR TELEMEDICINE VISIT



- ✓ **Prepare Your Device - Camera/Video:**
Check to ensure that your device has a working camera and is able to transmit video.



- ✓ **Prepare for Your Software**
 - **Apple & Android Device:**
Download “WRSCoconnect” from the APP Store (iOS version 11.0+) and Google Play Store

<https://play.google.com/store/apps/details?id=com.wrshealth.meet>

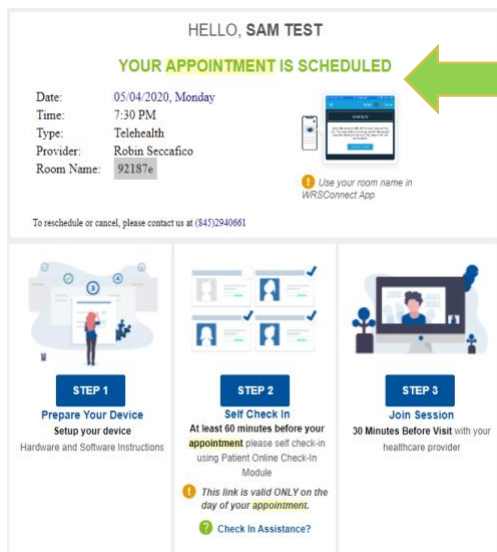
<https://apps.apple.com/app/id1508183921#?platform=iphone>

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STEP 2 – CHECK-IN 1 HOUR BEFORE YOUR APPOINTMENT

WHAT TO EXPECT:



Appointment Confirmation Email - When your appointment is made, you'll receive a *confirmation email*. This contains instructions that you can 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 only be performed on the day of your visit

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

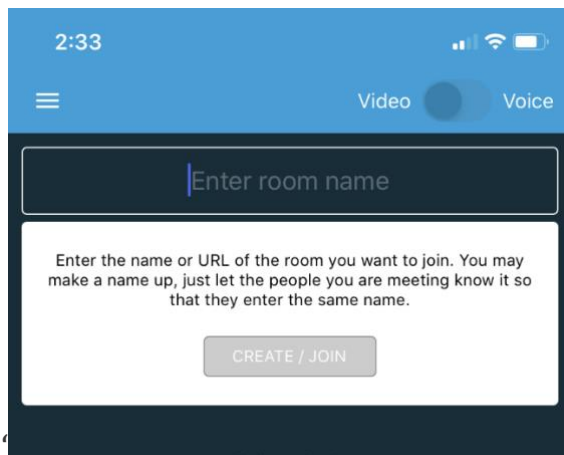
 [View Patient Check-In](#)

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STEP 3 – JOIN THE WRSCONNECT ROOM **30 MINUTES** BEFORE YOUR VISIT TIME

1. Click on the WRSCoconnect App
2. **Enter the Telehealth Room Name** shown *in your Appointment Reminder Email* ([example above](#))



3. Press Create/Join
4. After you're connected press **Enable Camera** and **Enable Microphone**



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

