

How to Join a Virtual Video Visit: For Patients

What are video visits?

A video visit is an appointment scheduled with your provider that will be done virtually using your phone, tablet or computer.

You can see your care provider from the comfort of your own home in **3 simple steps!!**

How do video visits work?

You will start by making an appointment with the office. When your provider is ready for you on the day and time of your appointment, you will receive a link to join your video visit by text and email.

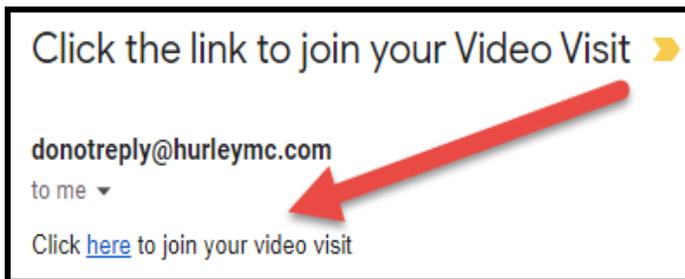
What do I do when it's time to join my visit?

Step 1: Your provider will send you a link to join the visit through a text and an email when ready to see you.

Step 2: Join the visit by clicking on the link from your text or email (see samples below)

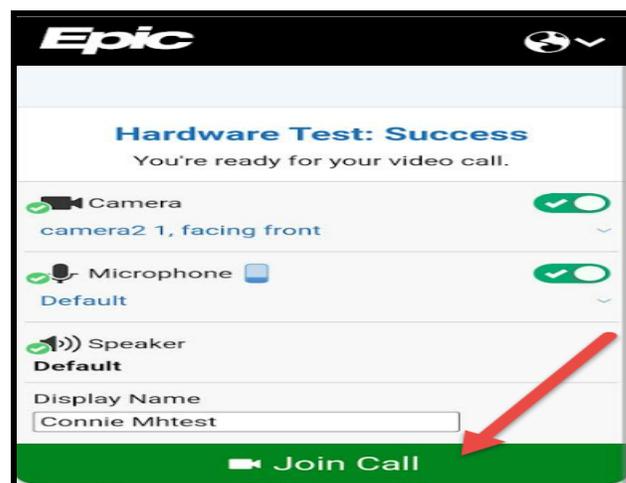
Email will look similar to this sample.

Phone: Text will look similar to this sample.



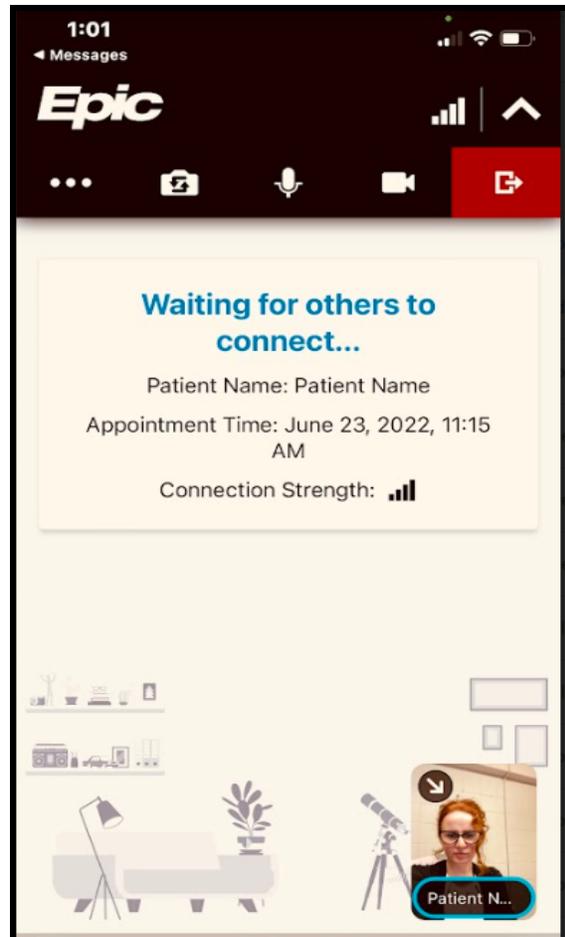
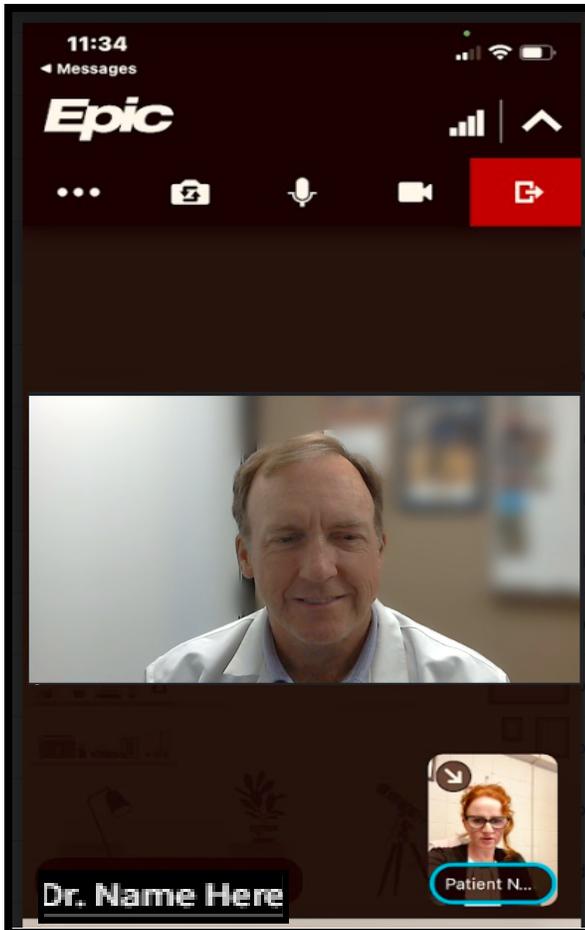
Step 3: Allow our tools to Test your device to make sure it can connect

Once you click on either link to join, a quick test will be performed to make sure your camera and microphone can connect. Once the test is successful as shown here, click the **Join Call** bar.



Success!! You are now connected and in a virtual visit!

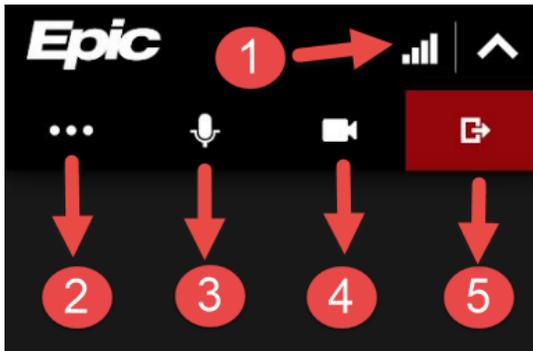
If your care provider has already joined the call, you should see him/her on your screen as shown below. If he/she has not joined yet, you will see the “Waiting for others to connect” message.



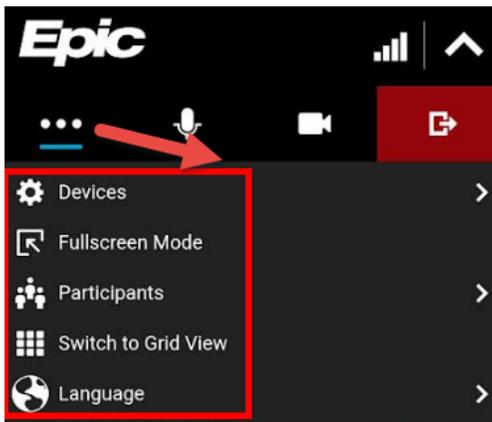
User Guide on Additional Options for your Virtual Visit :

Overview of the main toolbar (from your mobile device):

Once you're connected, all options for your Video visit can be found in the toolbar along the top of your screen. *Options may look slightly different if you are on your home computer.*

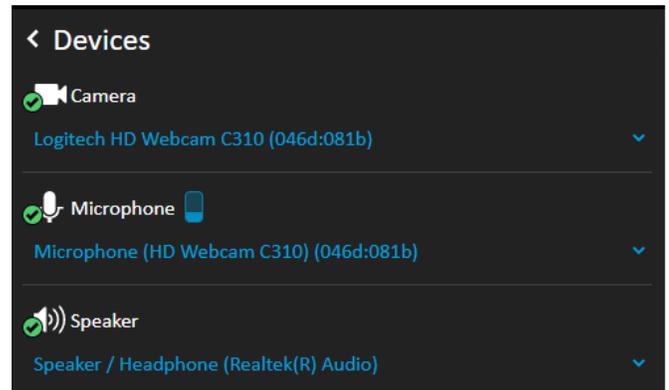


1. Connection Strength: The more bars you have, the better the connection



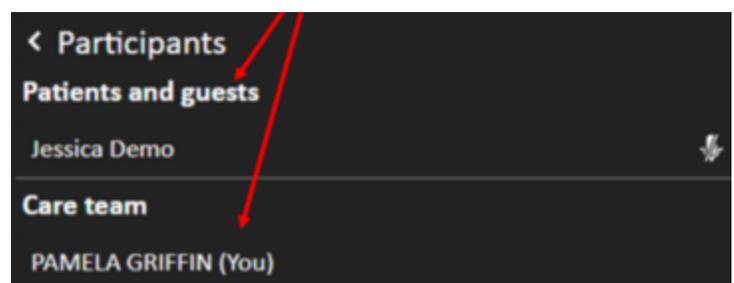
2. ... (More Options): Under the “More Options” tab you will find options to change devices, apply background, use the full screen, switch to grid view and change the language.

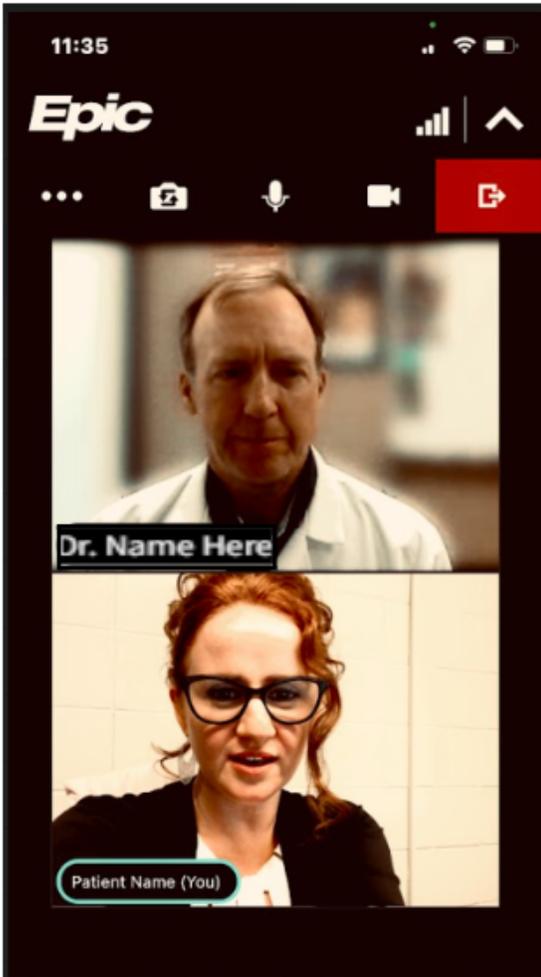
★ **Devices:** This tab allows you to change the default settings for your audio, video and speakers. If you are having any issues seeing or hearing your provider, chances are good you are connected to the wrong speaker, camera or microphone. Click the arrow on the right to see what you're using.



★ **Full Screen Mode:** Enlarges the screen to the full page

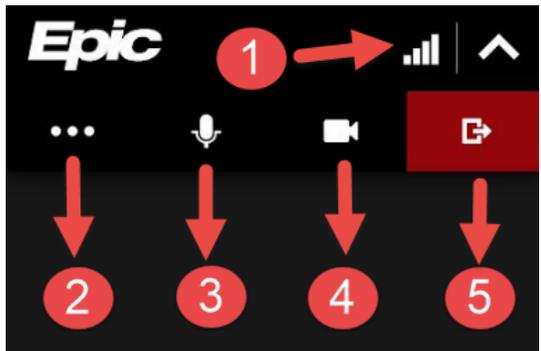
★ **Participants:** Shows you everyone who is on the call (In most cases this is just you and your Provider)





★ **Grid View:** Displays you and your provider equally on the screen

★ **Language:** Allows you to choose English or Spanish



3. Mute: Allows you to mute your microphone

4. Camera: Allows you to turn off your camera

**If your camera is off or the microphone is muted they will look like the image on the right. Click the button again to turn your camera on or unmute the microphone*



5. Leave Call: When you have completed your visit, click on “Leave Call”

