



## **Telemedicine Patient Instructions for a MAC Computer**

**WE STRONGLY RECOMMEND THAT ALL PATIENTS CONTACT THEIR INSURANCE IN REGARDS TO THEIR BENEFITS AND PAYMENT OBLIGATIONS FOR TELEMEDICINE VISITS.**

**I acknowledge that I have been made aware of the following information that applies to Telemedicine visits:**

- A telemedicine visit is a brief one problem follow-up visit agreed upon by me and my clinician (please schedule a regular office visit to address other issues)
- I will be asked to sign a MVMG Telemedicine visit consent on an annual basis
- Copayments and deductibles will apply to telemedicine visits and I will be billed for these after completion of the telemedicine visit
- I have reviewed the MVMG PATIENT FINANCIAL POLICY
- Missed or late cancellations of telemedicine visits will be processed per the MVMG NO SHOW POLICY
- Due to program upgrades or changes I may have to use/download a different application in the future

**Initial VSee setup for you first appointment.**

### **WHAT YOU NEED**

To enjoy the best experience on VSee, make sure you have:

- Strong Internet access
- Webcam or built-in camera
- Microphone and speakers

### **BROWSER**

Make sure you are using a supported browser. VSee works on:

- Microsoft Internet Explorer (9.0 or later) - flash player must be installed
- Mozilla Firefox (latest version) - except iOS and Android
- Google Chrome (latest version)
- Internet Browser - default browser on some Android devices

Also, in your settings, turn on:

- JavaScript
- Cookies

### **GET STARTED**

Once you have everything you need, close all other video conferencing programs, such as:

- WebEx
- Skype
- GoToMeeting



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These programs can interfere with VSee. To close these programs, locate them on the "System Tray" located at the bottom-right corner of your computer. Right-click on the icon (Skype for example) then select "Quit".

**For problems with VSee clinic contact [support@vsee.com](mailto:support@vsee.com) or call +1 (650) 560-7140 (6am - 6pm PST).**

It is best to participate in a Telemedicine visit from you home. Choose a quiet room with a door that can be closed. Make sure the area around you does not contain any sensitive material that you do not wish others to see. We do NOT recommend that you participate in a Telemedicine visit from your work, a coffee shop, car etc. Areas outside the home can cause issues with the ability to have VSee work properly and the ability to keep your personal information private and protected.

### HOW TO ENTER THE WAITING ROOM

1. Go to <https://mvmg.vsee.me/u/> (your clinic will give you the clinician specific URL)
2. Click on "Test Computer" (upper right hand corner) if this is your first visit
3. Click on Install VSee

1 Download & Install 2 Audio & Video Setup

To see your provider online, you need to install VSee, a video application.

You'll need to install VSee before your session can begin. Installation is easy and takes about a minute.

Have you installed VSee?

Install VSee [I have VSee, test now](#)

4. Click on the VSee file that was downloaded.
5. Drag VSee to the Applications folder
6. Click Open on the question "VSee is an application downloaded for the internet. Are you sure you want to open it?"
7. Close the VSee See. Share. Send. Page (Drag VSee in the Application folder page)
8. Close the VSee Sign in With Google Page
9. Close the [setup.vsee.com/getting started](https://setup.vsee.com/getting-started) browser page
10. Click on the ENTER WAITING ROOM button.



## Telemedicine Patient Instructions for a MAC Computer

VSee Clinic

Help Test Computer

Welcome to Dr. Amy Owen's Clinic

Room code: OWEN

Current number of patients waiting: 0

If this is an emergency, please call 911

ENTER WAITING ROOM

11. On the intake form, please input First Name, Last Name and Reason for visit. **DO NOT UPLOAD any files.** Check the box "I give consent to participate in this Telemedicine Consultation."

WHAT IS YOUR HEALTH CONCERN TODAY? ×

First Name \*  Last Name \*

Reason for visit (optional)

File upload (health record, labs, or relevant information) (optional)  
Drag and Drop files here  
Or [Click Here](#) to browse files

I give my consent to participate in this Telemedicine Consultation. \*

CONTINUE >

12. Click on "CONTINUE"
13. Click Open VSee
14. Your provider receives notification of your arrival and will be with you shortly
15. When the visit is complete, click the **Red phone** to end the call.
16. You will be returned to the waiting room and may exit the application

### Subsequent visits when your VSee software is already installed

#### HOW TO ENTER THE WAITING ROOM

1. Go to <https://mvmg.vsee.me/u/> (your clinic will give you the clinician specific URL)
2. Click on the ENTER WAITING ROOM button.



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ENTER WAITING ROOM

3. On the intake form, please input First Name, Last Name and Reason for visit. **DO NOT UPLOAD ANY FILES.** Check the box “I give consent to participate in this Telemedicine Consultation.”
4. Click Continue

WHAT IS YOUR HEALTH CONCERN TODAY?

First Name \*

First Name

Last Name \*

Last Name

Reason for visit (optional)

File upload (health record, labs, or relevant information) (optional)

Drag and Drop files here  
Or [Click Here](#) to browse files

I give my consent to participate in this Telemedicine Consultation. \*

CONTINUE >

5. Click Open VSee
6. Click “Open” when asked “VSee is an application download from the internet. Are you sure you want to open it.”
7. Wait while you are being connected.
8. Agree to the Terms of Service and the Privacy Policy.



## Telemedicine Patient Instructions for a MAC Computer

**Privacy and Terms**

To create a VSee Account, you will agree to our [Terms of Service](#) and [Privacy Policy](#), by clicking the button below.

Here are the important things to know about our [Privacy Policy](#) :

**Data we store when you use VSee products.**

- When you set up a VSee Account, we store the account information you supply including name, email address and other data you provide.
- When you use your VSee Account we store your instant messages, usage history, and crash analysis data.
- For VSee Clinic users only : We store only the scheduling information, medical history, photos and notes that you enter into the VSee Clinic application.
- For VSee Clinic providers only : We store scheduling information and the information you and your users enter into the VSee Clinic application.

**Why VSee stores this data.**

- Enable our products to work as intended.
- Improve and identify problems in our software.
- Communicate to our users about VSee and telemedicine.
- Allow providers to assist their VSee Clinic users.
- Ensure HIPAA compliance with respect to auditing and archiving of data.

**How to control your data.**

- VSee users can request that VSee delete all or some of their personal information by contacting [privacy@vsee.com](mailto:privacy@vsee.com).
- Questions about our policies and handling of your data can also be directed to [privacy@vsee.com](mailto:privacy@vsee.com).

9. Your provider should be with you shortly.
10. When visit is complete, click the Red phone to end the call.
11. You will be returned to the waiting room.
12. You may leave the application.