



## Telemedicine Patient instructions for Android Tablet or Phone

**WE STRONGLY RECOMMEND THAT ALL PATIENTS CONTACT THEIR INSURANCE IN REGARDS TO THEIR BENIFITS 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

### **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 your 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 INSTALL VSEE

1. Prior to the appointment you will go to PLAY STORE
2. Type in VSee Clinic (DO NOT USE VSee Messenger or VSee Waiting Room)
3. Install VSee Clinic
4. 10 minutes prior to your appointment click on your VSee Clinic icon
5. Enter the Room Code, " \_\_\_\_\_ ", for Dr. \_\_\_\_\_ clinic
6. 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."
7. Click "Enter Waiting Room"
8. Review the recommendations and click "Enter Waiting Room"
9. Click Allow to the question "Allow VSee Clinic to take pictures and record video?"
10. Click Allow to the question "Allow VSee Clinic to record audio?"
11. You should see yourself in the camera and you will see the following message: "Your provider should be with you shortly." At this time make any adjustments to volume and lighting.
12. The clinician is notified when you enter the waiting room. If they will be delayed starting the visit you may receive a chat message.
13. When the visit is complete, click the **Red phone** to end the call.
14. You will be returned to the waiting room and may leave the application.