



Telemedicine Instructions for Patients using a Windows Computer

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:

- Internet access (minimum 200 kbps for upload and download)
- 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

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 or call +1 (650) 560-7140 (6am - 6pm PST).



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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.

FIRST TIME USERS

Go to the clinic web address <https://mvmg.vsee.me/u/> and click on *Test Computer*

The screenshot shows the VSee Clinic interface. At the top left is the 'VSee Clinic' logo. At the top right are links for 'Help' and 'Test Computer', with an arrow pointing to the 'Test Computer' link. Below the header, it says 'Welcome to Dr. Amy Owen's Clinic' and 'Room code: OWEN'. A box displays 'Current number of patients waiting: 0' and 'If this is an emergency, please call 911'. A green button labeled 'ENTER WAITING ROOM' is visible.

- Please download the VSee application by following the directions provided by VSee.

The screenshot shows the '1 Download & Install' step of the VSee application. It includes instructions: '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.' Below this, it asks 'Have you installed VSee?' and provides two options: a green button 'Install VSee' and a link 'I have VSee, test now'.

- After downloading the VSee application you may enter the Waiting Room

This screenshot is identical to the one above, showing the VSee Clinic interface with the 'ENTER WAITING ROOM' button highlighted.

- 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."



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WHAT IS YOUR HEALTH CONCERN TODAY? X

First Name * Last Name *

Reason for visit (optional)

File upload (health record, lab, 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

- When you are ready to see your clinician, click on the *Continue* button. This will start to launch the video call with your clinician (this may take up to a minute) and notify him that you entered the waiting room.
- Click Allow to “Allow a website to open a program on your computer”.
- Accept the standard VSee Privacy and Terms by clicking on the *I Agree* button.
- Your clinician should be with you shortly.
- When visit is complete, click the **Red phone** to end the call.
- You will be returned to the waiting room.
- You may leave the application as you normally would.

For subsequent visits

- Go to the clinic web address <https://mvmg.vsee.me/u/> and click on the *ENTER WAITING ROOM* button.
- 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.”
- When you are ready to see your provider, click on the *Continue* button. This will start to launch the video call with your provider (it may take up to a minute) and notify him that you entered the waiting room.
- Click Allow to “Allow a website to open a program on your computer”.
- Accept the standard VSee Privacy and Terms by clicking on the *I Agree* button.
- Your provider should be with you shortly.
- When visit is complete, click the *Red phone* to end the call.
- You will be returned to the waiting room
- You may leave the application as you normally would.