

Patient's Virtual Video Visit Instructions



What is a Video Visit?

A video visit is a safe, secure way for you to connect with a provider remotely for a scheduled visit. A video visit takes place using a smartphone, desktop computer, laptop or tablet that has a microphone and a camera.


Trinity Health and our providers are committed to making health care more convenient by enabling you to interact with your provider from the comfort of your home or wherever you are.

How do I get started?

Call your provider's office to schedule a video visit.

What will I need for a successful video visit?

1. A Windows PC, Mac, iPhone, iPad, Android smartphone or Android tablet with:
 - A camera
 - A microphone
 - The ability to receive text messages or email on this device.
2. A Wi-Fi or cellular data connection
3. One of the following recommended internet browsers installed on your device:

Device	PC	Mac	iPhone/iPad	Android smartphone/tablet
Recommended Browser(s)	 Chrome	 Safari	 Safari	 Chrome

Please be ready and available 10 minutes prior to your scheduled time

- Position yourself in a location that is private and well lit;
- Keep background noise to a minimum; and
- If possible, place your device on a table or desk that allows for comfortable viewing for you and of you

At the time of your appointment

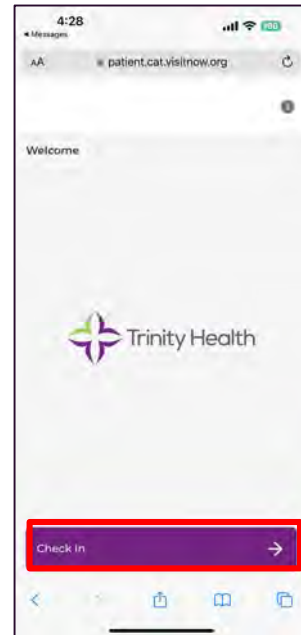
1. Join Session

You will receive a text or email from your provider. **Click/tap** on the **link** you receive to join a session with your provider.



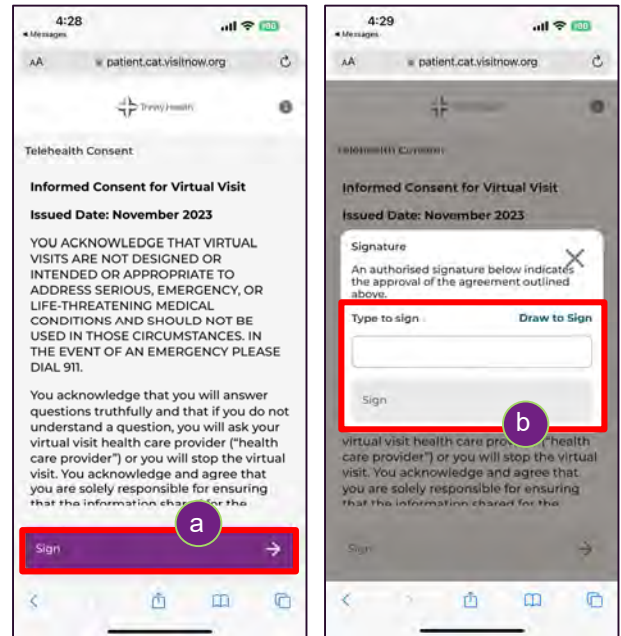
2. Check In

Click/tap the button to **Check In**.



3. Sign Consent Form

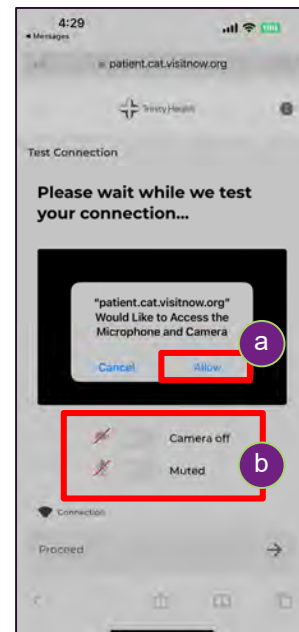
- a. Read the **Informed Consent for Virtual Visit** information and click/tap **Sign**.
- b. In the **Type to sign** box, type your name and click/tap **Sign** to submit your consent.



4. Allow Microphone/Camera Access

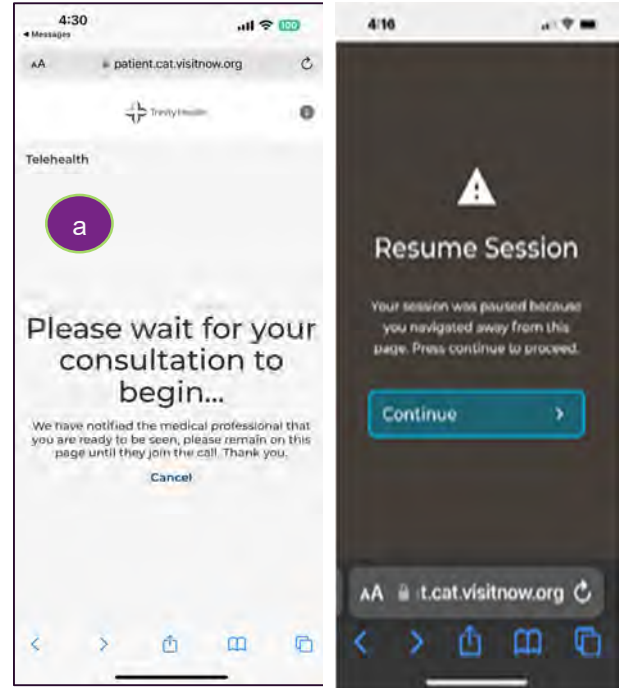
- a. You **will need to allow** the application to use your **microphone and camera**.
- b. You can mute your microphone at any time using the buttons at the bottom of the screen. **Please make sure your microphone is on when speaking to your provider.**

The provider will be notified that you are waiting for the call.

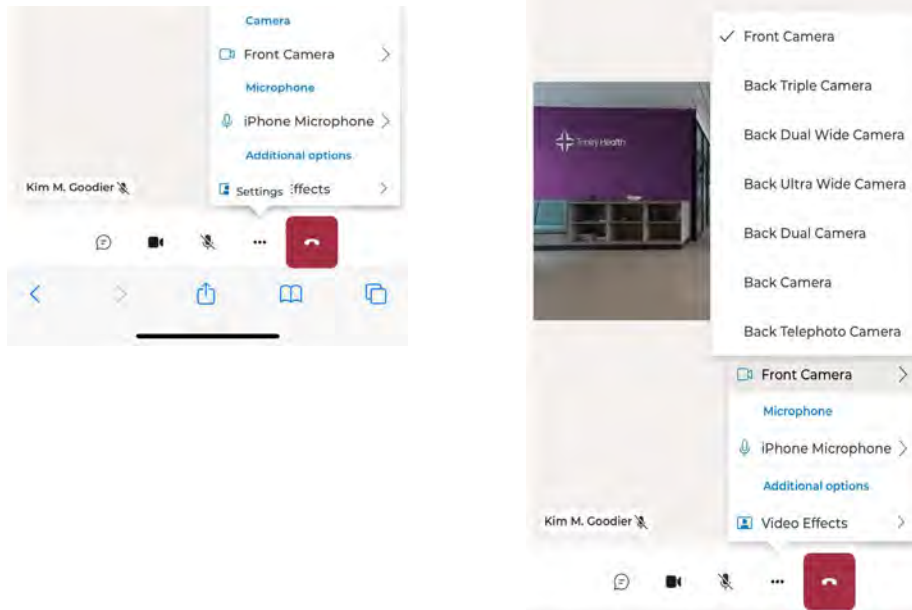


5. Wait for Consultation to Begin

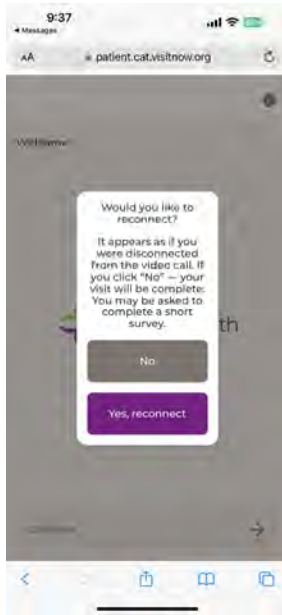
- a. The provider will get notified on their side and join the session.
- b. If you navigate away from the screen while waiting, you will receive a message to resume your session.



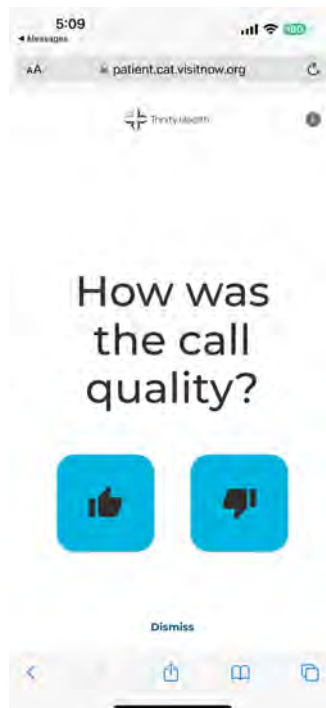
6. You'll have options to change your camera and microphone during the visit.



7. If at any time you get disconnected, you will be able to reconnect



8. After the visit, you'll be asked to rate the quality of the call



9. The provider may need to reconnect after the visit has completed and will send you a separate text to reconnect.

