

DESKTOP & LAPTOP COMPUTERS: GETTING STARTED ON YOUR FAMILY HEALTH CENTERS **VIDEO VISIT**

1

Use a desktop computer or laptop with a camera/microphone. If you can Facetime call, Skype, or do another type of video call with this device, it will work for your FHC **Video Visit**.



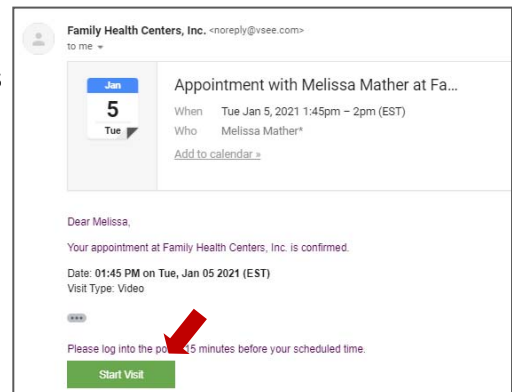
Video Visit works on most browsers. Google Chrome, FireFox, Safari, & Internet Explorer.

2

Once you schedule a **Video Visit** appointment, you will receive an email from Family Health Centers that confirms your **Video Visit** appointment.

At least 15 minutes before your first visit, in your Family Health Centers email, click on the green **START VISIT** button, then follow steps 3-6 to complete your set-up.

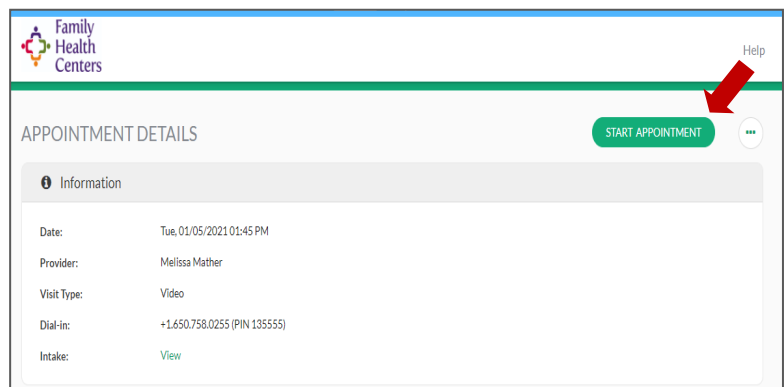
Give yourself enough time before first your appointment to complete the set-up.



3

You will now be in the Family Health Center Waiting Room.

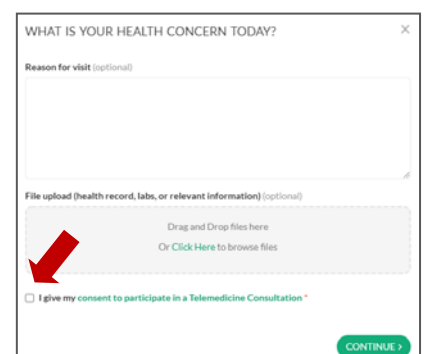
Click on the green **START APPOINTMENT** button.



4

A pop-up will appear asking you “*What is your health concern today*” and a check box: **I give my consent to participate in this Telemedicine Consultation**”. Click the check box and hit **CONTINUE**.

Another pop-up will appear asking about your medical history. You do not need to fill this out. Click **CONTINUE**.

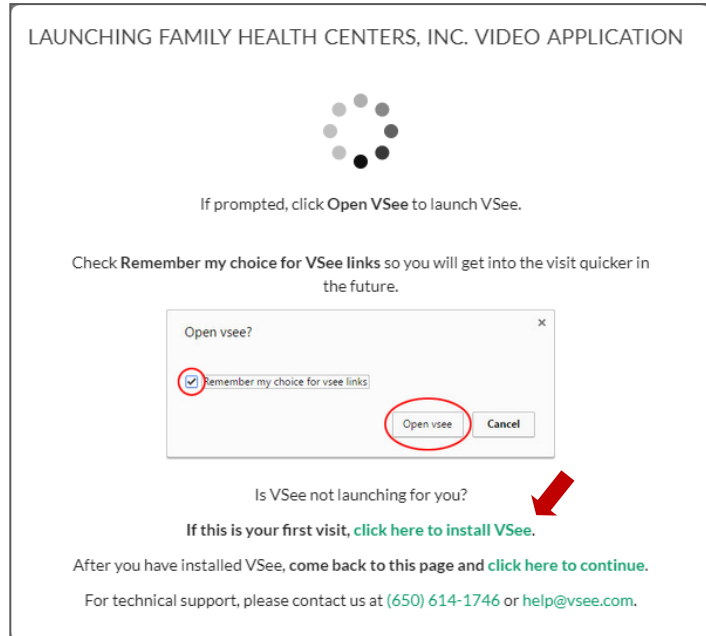


DESKTOP AND LAPTOP GUIDE FOR FHC VIDEO VISITS

5

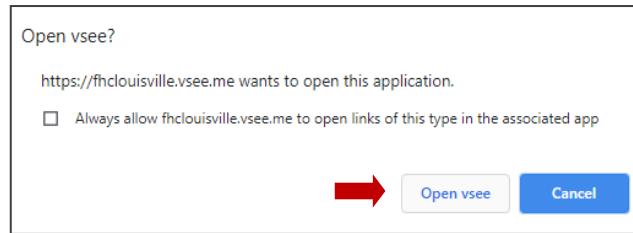
Another popup screen will appear that says *Launching Family Health Centers Video Application*. Click on the green link that says, **click here to Install Vsee**.

A VSee screen will appear. Click on the green **Install VSee** button and follow the Installation Instructions the page.

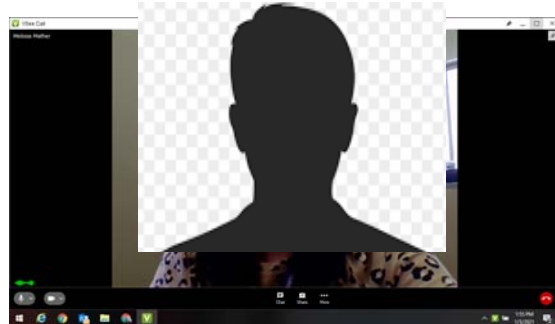


6

Once VSee is installed, you will see a new screen saying “Open vsee? Click the Open Vsee Button.



A new screen will appear, and you should see and hear yourself in a video feed. Your provider will join you shortly to begin your **Video Visit**.



Video Visit Tips

- When your **Video Visit** appointment is over, click the red hang up button. It may be helpful to restart your device to ensure a full disconnection from the VSee Application.
- Have a good internet connection
- Be in a place where you can hear well and where you can discuss your private health concerns.
- Video Visit will not let you start your visit 15 minutes or later after your appointment time. Please be on the VSee app at your appointment time or a few minutes early.
- **If you need more assistance in setting up your Video Visit or have not received your confirmation email, please call 502-772-8474.**