

# SMART PHONES & TABLETS: GETTING STARTED ON YOUR FAMILY HEALTH CENTERS *VIDEO VISIT*

1

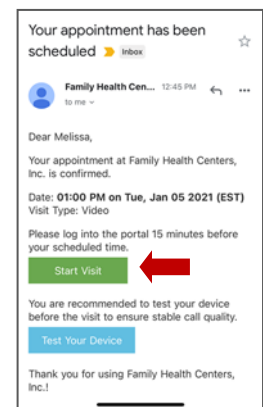
These are instructions for having a Video Visit on your Android, iPhone, or tablet device. If you can Facetime call, Skype, or do another type of video call with this device, it will work for your FHC **Video Visit**.



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

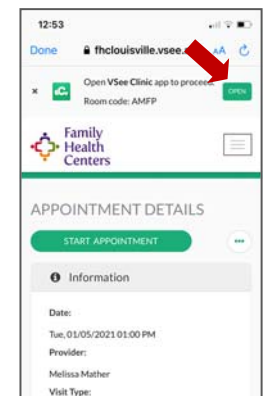
2

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, click on the **START VISIT** green button in your email, then follow steps 3-7 to complete your set-up. Give yourself enough time before your appointment to complete the set-up.



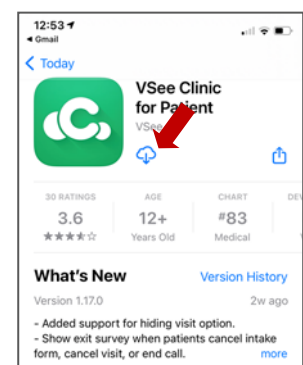
3

A web browser window will open for VSee. On the top, it will say "Open Vsee Clinic app to proceed" Click on the green **OPEN** button. This will take you to the App Link to download.




4

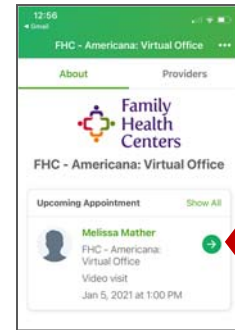
Click on the download button (a cloud with an arrow) for the VSee Clinic for Patient. Once the VSee app is finished downloading, an icon will appear on your phone screen.



## SMART PHONE GUIDE FOR FHC VIDEO VISITS

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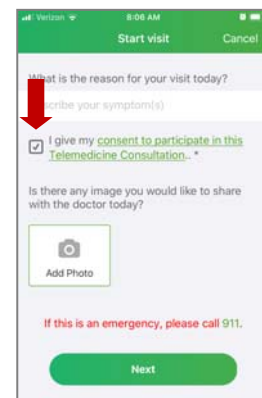
Open the Vsee app  from your phone. Under upcoming appointments, click the green arrow.



6

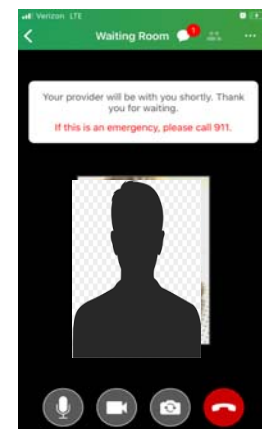
A pop-up screen will appear asking you “*What is the reason for your visit today?*” and a check box: **I give my consent to participate in this Telemedicine Consultation**”. Click the check box and hit **NEXT**.

Another pop-up screen will appear asking about your medical history. You can fill this out, but it is not required. Click **NEXT**.



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A new screen will appear saying **LAUNCHING FAMILY HEALTH CENTERS, INC VIDEO APPLICATION**. Then 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.**