

Patient WebEx Virtual Care Appointment User Guide

This is a guide to walk you through the steps to connect with the clinician for your scheduled virtual care appointment.

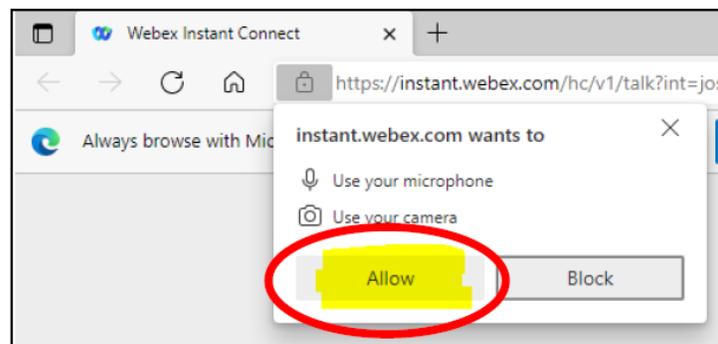
How do I join the appointment?

1. A second email will be sent to you 48 hours prior to your appointment time which will have the link. It will also have the information you need to join the virtual care appointment.
2. Click on the “Join Meeting” button in the email sent from the hospital.

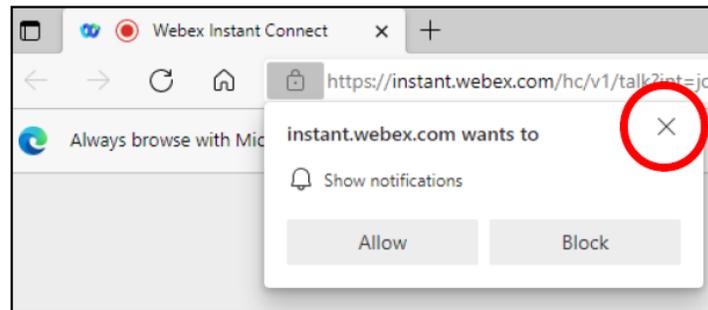


Join meeting

3. The appointment will load. While loading, you may be asked to allow access to your microphone and camera. Please click on “Allow.”



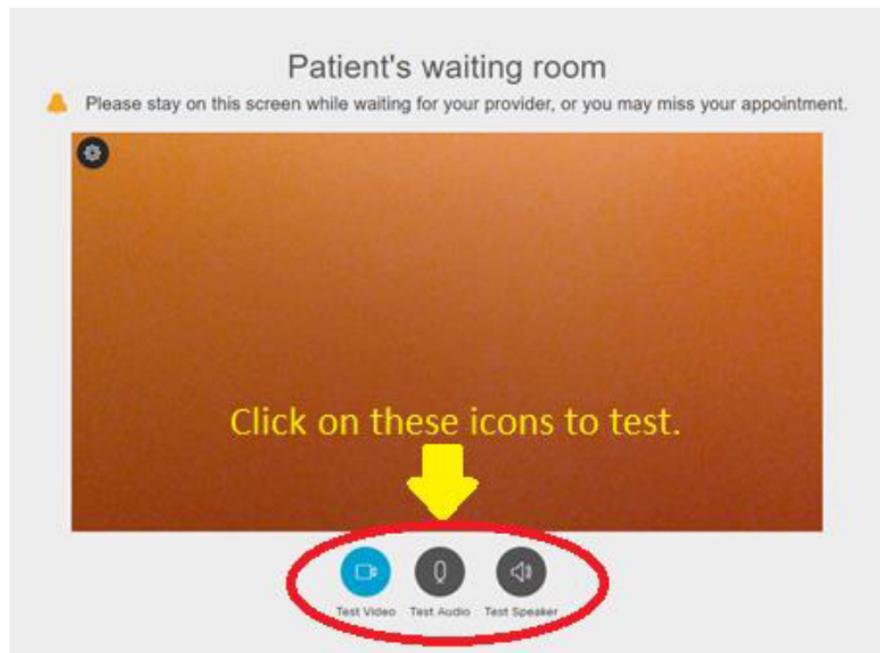
4. You may also be asked to show notifications. Select “X” in the top right corner of the box.



5. Once complete, you will enter in to the “Patient’s waiting room.” You should test your microphone, camera, and speakers by selecting each of the icons. Next, click on “Start Consultation” to begin the virtual care appointment.

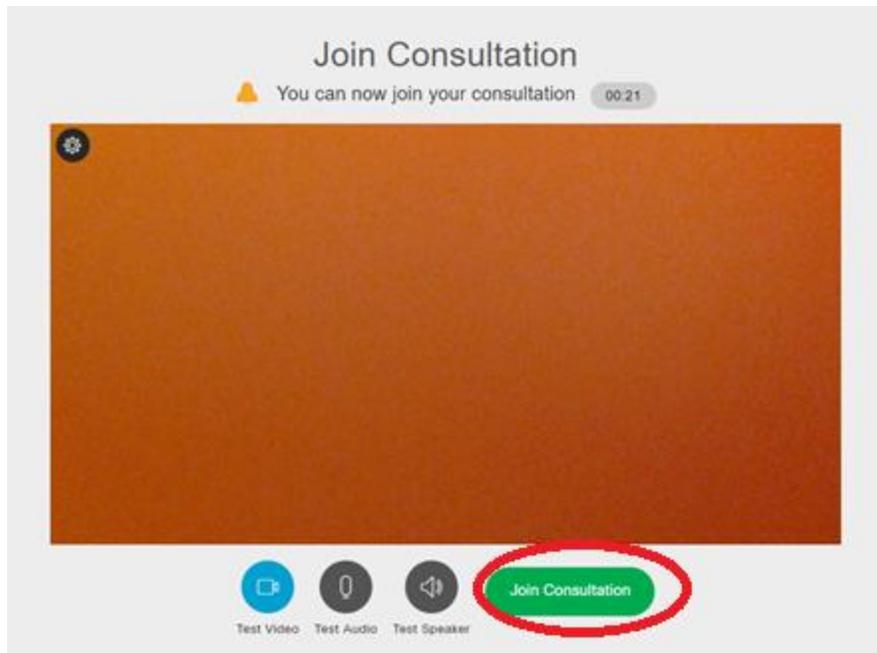
Note, you will not be able to enter the appointment until the clinician has logged in. You will see the waiting room screen while you wait.

This is an example of the waiting room screen that you will see:



6. Once the clinician has joined the appointment, choose “Join Consultation.”

📌 Note, recording is not permitted at any time during the appointment.



7. The WebEx virtual care appointment will begin. The screen view will display yourself and the clinician. At the start of the call, the clinician will:

- Introduce themselves and any other health care providers who will join the call.
- They will ask you for two identifiers. For example, you may be asked for your full name, date of birth, address and/or health card number. You may also be asked to hold your health card up to the camera for verification. These questions are to verify your identity.
- You will be asked to introduce everyone participating in the session. This includes people who may be out of view of the cameras.

You will be asked to confirm a backup phone number and location. This is in case the technology fails, or you need emergency assistance during the virtual care appointment.

This is an example of the appointment screen:

Ensure you position yourself in front of the camera so the clinician can see you.



WebEx virtual care appointment icons

| Icon | Use |
|---|--|
|  | Microphone: Use this to turn your microphone on/off. |
|  | Camera: Use this to turn camera on/off. |
|  | Screen Layout: Select this to change the view/layout of the appointment screen. |
|  | Leave meeting: Click on this to leave or exit the appointment. |
|  | Default Device: This icon allows you to set a default speaker and microphone for the call. |
|  | Participant list: Click on this to view everyone on the call. |
|  | Chat: Select this to start a chat with the participants on the call. |