



WhidbeyHealth

PRIMARY CARE

General Information

What is a Telehealth Visit?

A telehealth visit is similar to an in-person wellness appointment with your own primary care provider. During the visit you will talk about your current health concerns and learn what to do. The visit, sometimes called “Telehealth,” is an online video appointment whereby all you need is a computer, laptop, tablet/iPad or smart phone with internet access. WhidbeyHealth has selected VSee as our trusted telehealth solution.

What to expect:

- » Your visit can take place from a location that is most convenient for you.
- » Your provider will use a video HIPAA compliant secure software (VSee).
- » Your photo and voice will not be recorded or stored.
- » Your privacy and rights will be respected and endured.

Setup Instructions

What do I need for a Telehealth visit?

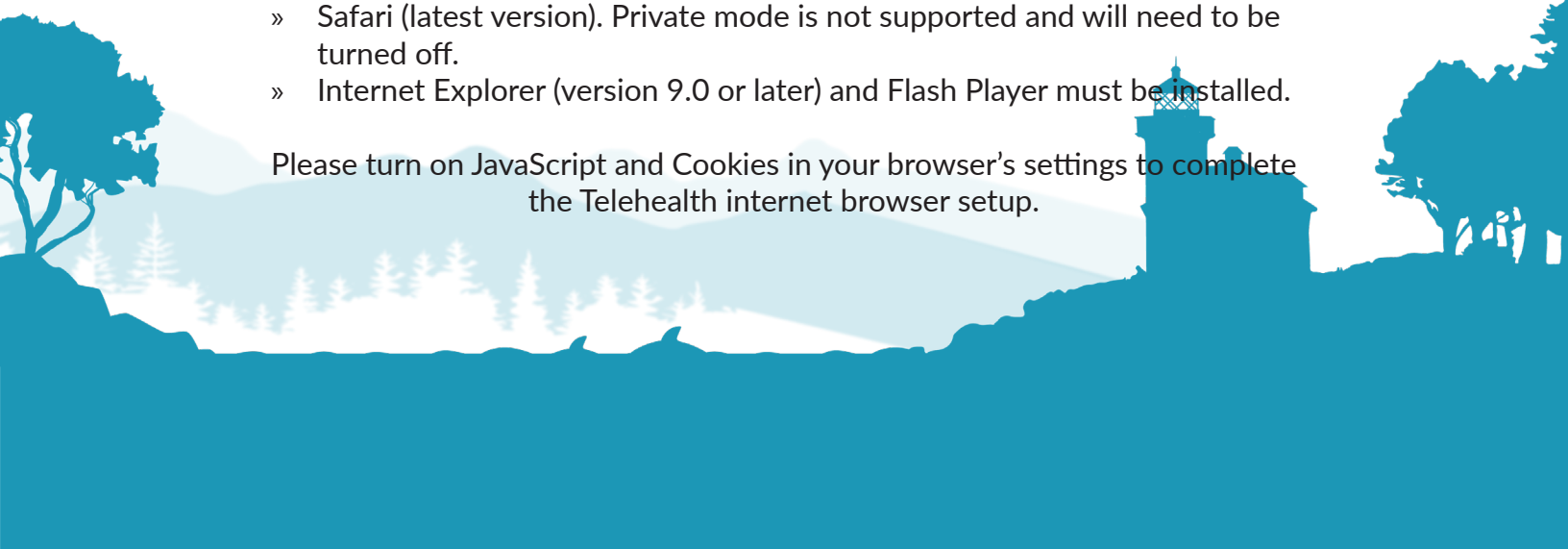
- » High-speed internet access
- » Webcam or built-in camera
- » Microphone and speakers

What internet browsers are supported?

VSee Telehealth works on:

- » Google Chrome (latest version preferred). If you have an Android device: “Desktop site” option must be turned off under the Chrome menu.
- » Safari (latest version). Private mode is not supported and will need to be turned off.
- » Internet Explorer (version 9.0 or later) and Flash Player must be installed.

Please turn on JavaScript and Cookies in your browser’s settings to complete the Telehealth internet browser setup.





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All Telehealth visits require your provider's office to schedule an appointment.

How do I prepare for my VSee Telehealth visit?

Close all other video conferencing programs that can interfere with your Telehealth visit with your providers. This includes:

- » **Zoom**
- » **Skype**
- » **GoToMeeting**

Once you have a scheduled appointment, you will receive an email welcoming you to the visit and identifying the date and time. The day before your visit you will receive another email reminder. Please plan on logging into your visit 15 minutes before your scheduled start time. You will do this by opening up your email and click/touch the GREEN button, "Log In to Portal".

You will enter some basic information and immediately be joined into your Telehealth Visit.

Once in the virtual waiting room, one of our front office staff will welcome you and get everything ready for your Telehealth visit. Once you have finished with your Telehealth visit, the provider or nurse will share with you that you may leave the virtual visit. At this time you can simply exit the application.





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Starting your VSee Telehealth Visit (using a computer)

Using a computer

- » Fill out your details and include a brief description of what you need to be seen for. Check the consent box and click “CONTINUE.”

WHAT IS YOUR HEALTH CONCERN TODAY? ×

First Name *

Last Name *

Date of birth *

Month Day Year

Phone *

Chief Complaint *

Is this the first time you have visited Island Hospital? *

Yes No

I give my consent to participate in this Telemedicine Consultation. *

CONTINUE >



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Starting your VSee Telehealth Visit (using a computer), continued...

You will be prompted to open VSee. For first time users:

- » Click on “Click here to install VSee” and follow the steps to install the application, test your webcam, sound, and microphone.
- » Return to the WhidbeyHealth VSee page and click “Proceed to Consultation.”

SET UP FOR VIDEO CONSULTATION ×

If this is your first visit, [click here to install VSee.](#)

INSTALL VSEE

If you have installed VSee, you may proceed to consultation now.

PROCEED TO CONSULTATION





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Starting your VSee Telehealth Visit (using a computer), continued...

- » Accept the Privacy and Terms. Click “I Agree.”

Privacy and Terms

To create a VSee Account, you will agree to our [Terms of Service](#) and [Privacy Policy](#) by clicking the button below.

Here are the important things to know about our [Privacy Policy](#) :

Data we store when you use VSee products.

- When you set up a VSee Account, we store the account information you supply including name, email address and other data you provide.
- When you use your VSee Account we store your instant messages, usage history, and crash analysis data.
- For VSee Clinic users only : We store only the scheduling information, medical history, photos and notes that you enter into the VSee Clinic application.
- For VSee Clinic providers only : We store scheduling information and the information you and your users enter into the VSee Clinic application.

Why VSee stores this data.

- Enable our products to work as intended.
- Improve and identify problems in our software.
- Communicate to our users about VSee and telemedicine.
- Allow providers to assist their VSee Clinic users.
- Ensure HIPAA compliance with respect to auditing and archiving of data.

How to control your data.

- VSee users can request that VSee delete all or some of their personal information by contacting privacy@vsee.com.
- Questions about our policies and handling of your data can also be directed to privacy@vsee.com.

- » The video call will launch. Your provider will join the visit shortly.
- » If you experience issues installing VSee, Click “Help” for VSee support information.

