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

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

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