# OTN eVisit

## A quick guide to your telemedicine appointment

Telemedicine is just like a regular appointment; the only difference is that you can see and speak to your health care provider without having to leave home or work!

To begin, all you need is an **Internet connection**, an **email account**, and a **personal computer** (with webcam, speaker, and microphone) or a **tablet/smart-phone**.

#### There are three simple steps to prepare for your first eVisit.

(The next time you have an eVisit, you don't have to install - just join.)

Receive your **email invitation**. **2** Install the app/plugin. **3** Join your eVisit videoconference.

# **Before your eVisit**

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### Open your email invitation

Hello, You have been invited to a 10:51PM.	io an eVisit with Dr. J	ereny on Monday,	February 14, 2018 at
Attending an OTN eVisit is	simple:		
1. In advance of your eVis Once installed, there is no			red).
Install Software			
2. When it's time for your automatically. Note: If you			
Start evisit			
**You will need the six dig	git PIN given to you b	y the organizer. Ple	ase have it ready.
	where commentions had	two www exists cities	k here for additional suppo
3. We recommend testing Yest Connection	The construction	an par the co	
Test Connection	Your eviat is supported		ns
Test Connection			na 1351

Your email invitation contains:

- The date and time for your eVisit.
- A link to download and install the app/plugin.
- A unique, customized link to join your eVisit.
- A link to test your Internet connection and video image.
- A link to access help information.

# Install the app/plugin

Hello,
You have been invited to a virtual video appointment (eVisit) wi on <insert date=""> at <insert time="">.</insert></insert>
Attending an OTN eVisit is simple:
1. In advance of your eVisit, install the video software. Once installed, close the app or window and return to this email Install Software
2. When it's time for your eVisit, click the link below. This link Mobile upers: if you opened the mobile app first, simply close i
Source/ok "You will need the six digit PIN given to you by the organizer
3. We recommend testing your connection before your appoint test connection
If you are seeing your family physician or specialist via eVisit, p short survey about your experience. All information will remain
If you are still having trouble, please contact OTN Technical Su
Thank You.
Your eVisit is supported on the folio

Click/tap Install Software, follow the on-screen prompts, and accept the Vidyo license.

- PC and Mac users download and accept the browser plugin from a Vidyo Download window. (Click <u>here</u> for detailed instructions.)
- **iOS** users download and install the Vidyo app from the App Store. (Tap <u>here</u> for detailed instructions.)
- Android users download and install the Vidyo app from the Google Play store. (Tap <u>here</u> for detailed instructions.)

**After the install finishes, return to your email invitation**. You are now ready to join your eVisit. iOS and Android users, you do not need to open the app – simply return to your email invitation and click on the link that will connect you to your event.

#### Review the system requirements. For full details see...

- <u>Windows PC</u> (*e.g.*, use Internet Explorer 11+)
  - <u>Android</u> (*e.g.*, use version 2+)
    <u>iOS</u> (*e.g.*, use iPad, iPhone 7+)
- Mac (e.g., use Safari 9+)

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## OTN eVisit

### Join your eVisit videoconference





- **2.** Type your name in the Name field and click/tap Join If you were given a PIN, enter it in the PIN dialog box.
- 3. When connected, a video window appears.

If you are the first person to join, you will see only yourself in the video window.





Need Help?

Contact OTN Technical Support: 1-855-654-0888.

### Testing your device & its connection

Personal Computer Mac Tablet or Smartphone 🗰 🚥 otn. Otn. Test your computer's Test the quality of your ne to OTN eVisit e to eVisit speakers and microphone Internet connection. For a successful video visit you need: For a successful video visit you need: (optional). Test your video image Test the quality of your (self test). Internet connection. Test your video image Otn. (self test). Oone

#### Your Privacy is Important...

Personal health information is any information that can identify you and link you to the healthcare services you receive. The Ontario Telemedicine Network (OTN) knows the importance of keeping this information confidential. We recommend you use a **personal** email address. For more information, please visit <u>www.otn.ca</u>.

