Patient User Guide for Smart Phones

Purpose Statement:

VSee Patient Set Up for Smart Phones.

The US Oncology Network

VSee Patient User Guide for Smart Phones

If the patient downloads the VSee Clinic application first before their first appointment, they will go to the application store on their smart phone and choose **VSee Clinic**, and download the App.
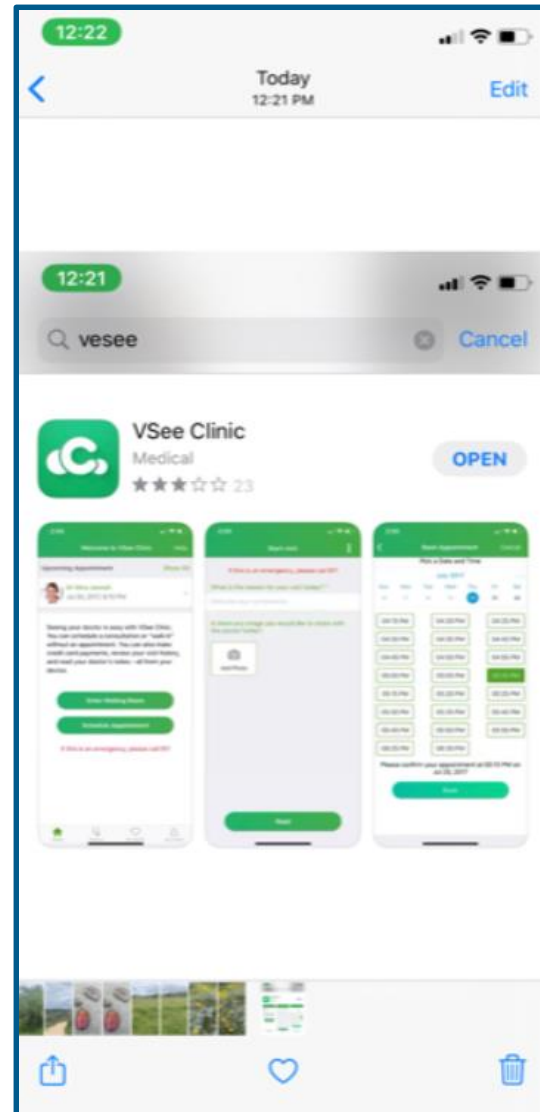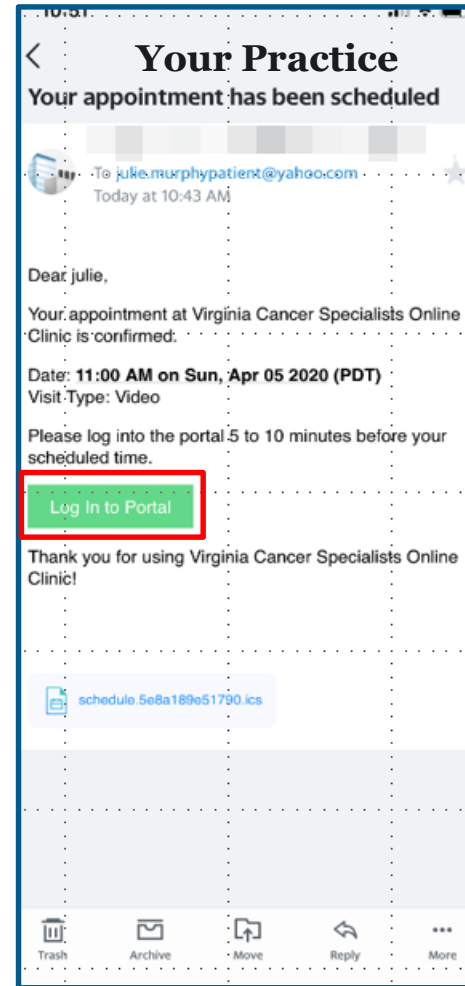
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Once the appointment is scheduled by the providers office, the patient will receive an email confirmation from their practice.
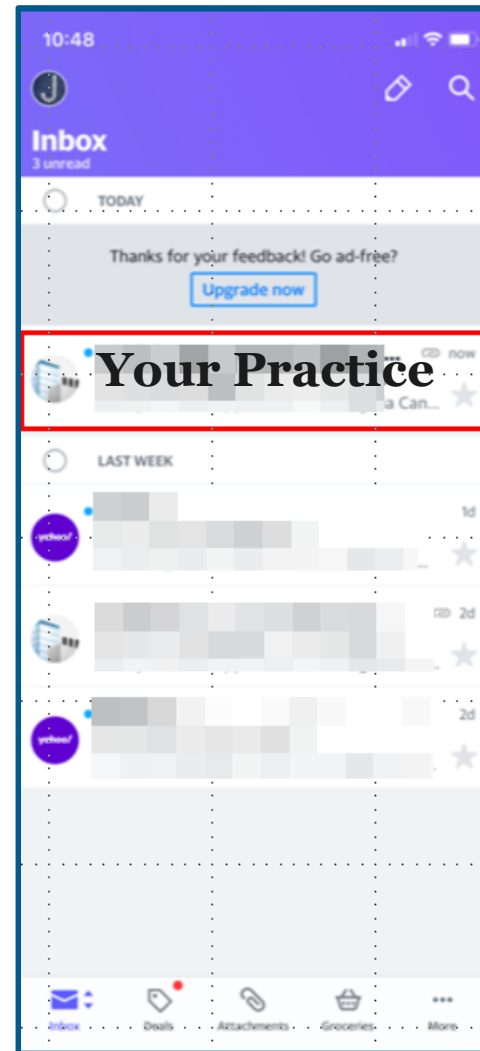
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Tap the **Login to Portal** button to set up your password.

Login **5-10 minutes early** in order to be ready for the provider.

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You will then be asked to create a
New Password.

Password Requirements:
- At least six characters
- At least one uppercase letter
- At least one lowercase letter
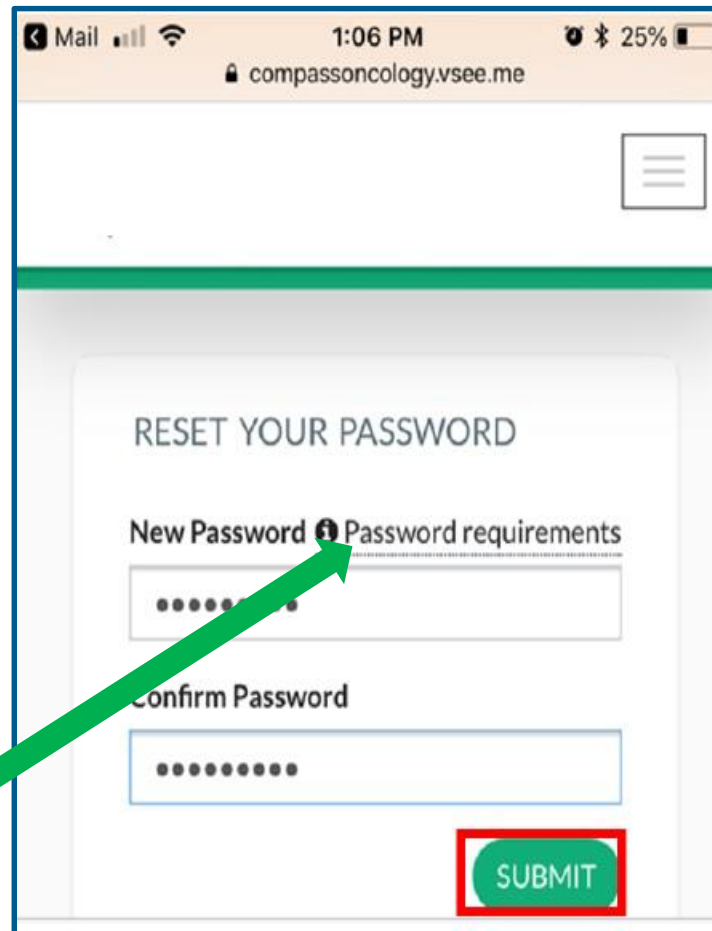- At least one number

Enter the New **Password**.

Confirm the **Password**.

Click **SUBMIT**.

Note:
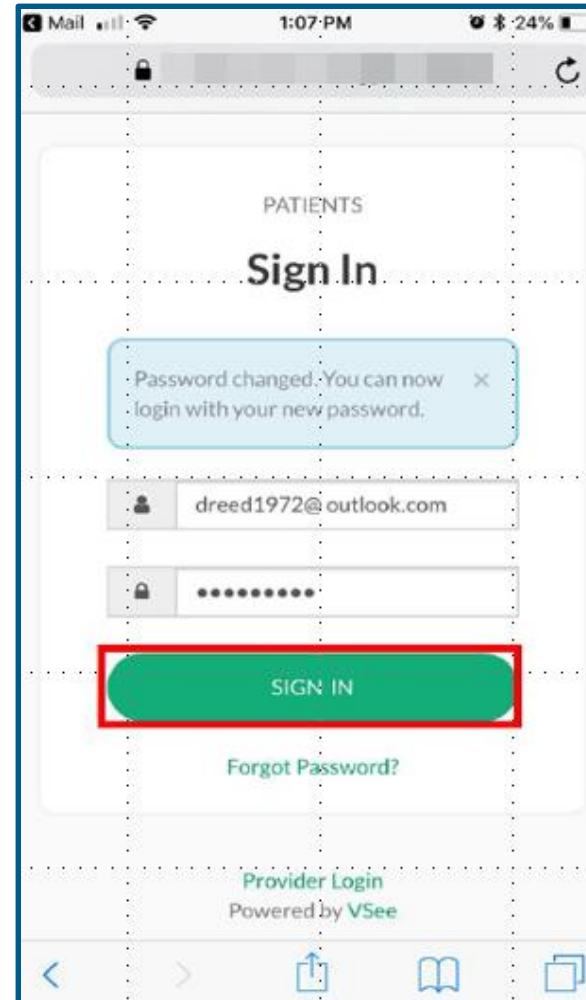*The patient can also click on*
Password requirements.

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The **Sign In** screen will display.

Login using your email address, and the password you just created.

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Once logged in, you will be prompted to **OPEN IN APP** or **ENTER WAITING ROOM**.

If you haven't downloaded the **VSee Clinic App** on your smart phone, click **OPEN IN APP**, and you will be directed to your smart phone **APP Store**.

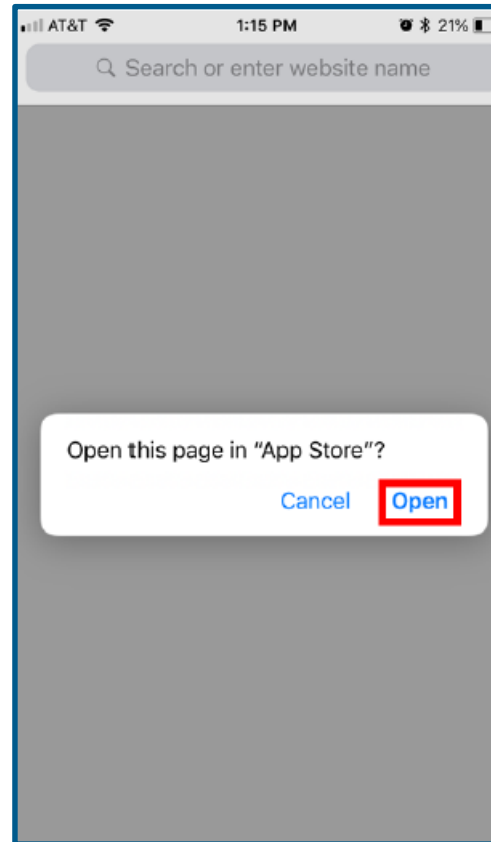If you have already installed the app on your phone, tap on **ENTER WAITING ROOM.**

Note:
When using a smart phone, you are required to download the application if you haven't already done so.
*Patients should only download the **VSee Clinic** app.*
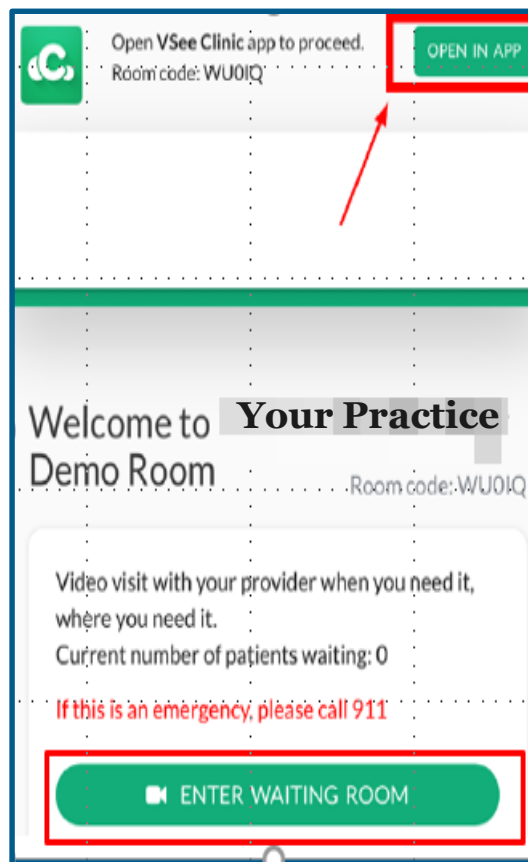
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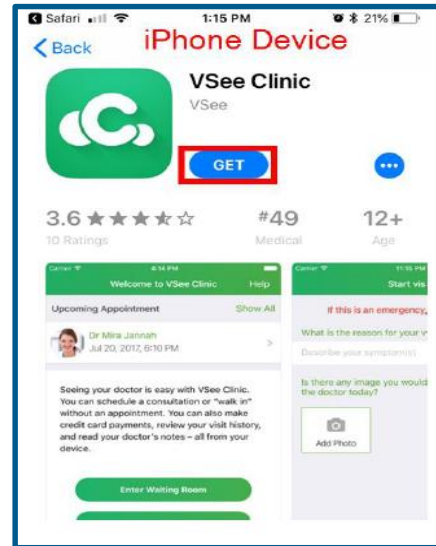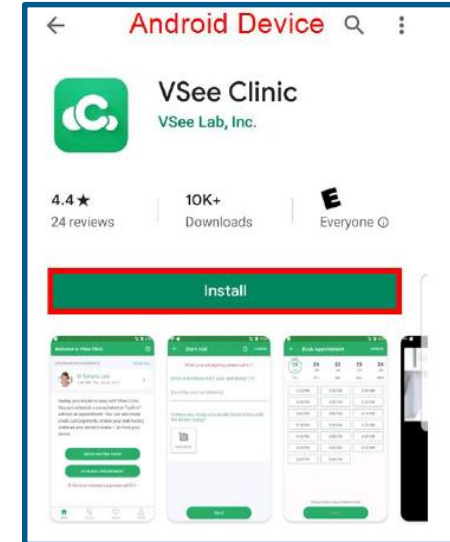Click **Open**, in the **Open this page in "App Store"?** pop up box.

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1. If you have an **iPhone**, tap **Get** to install the **VSee Clinic** app.

2. If you have an **Android**, tap on **Install**.

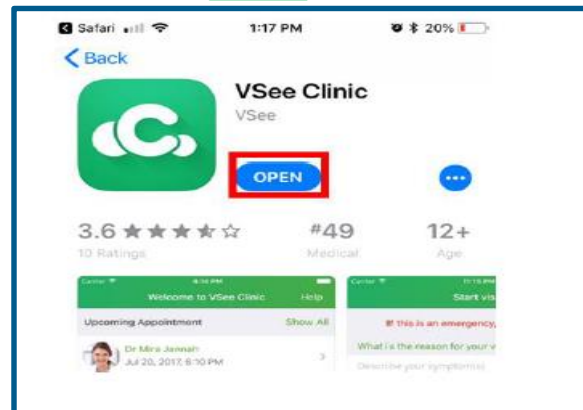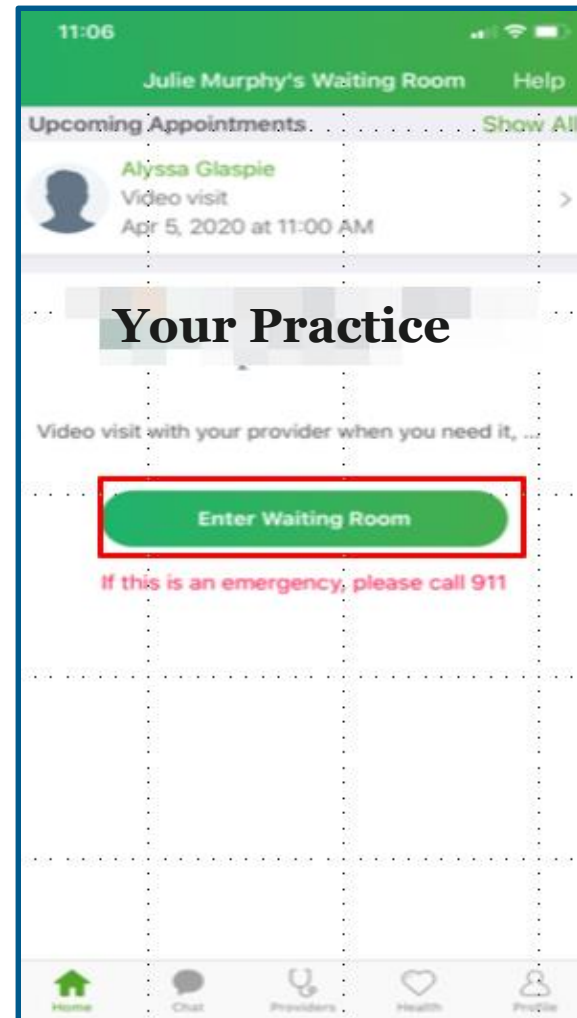3. Click Open once the **VSee Clinic** App is installed.

1

2

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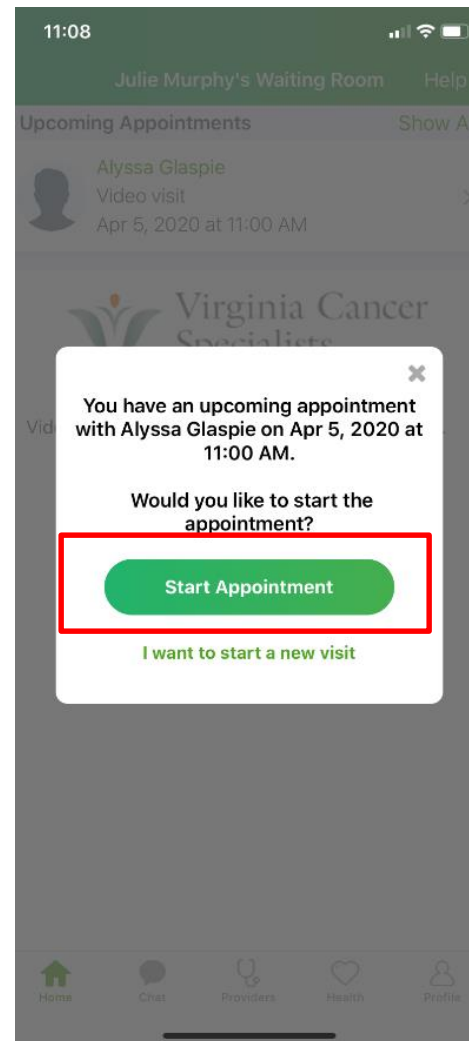# VSee Patient User Guide for Smart Phones

Once the app is opened, the patient's upcoming appointment will display with the date and time.

As long as it is within 15 minutes of the appointment time, the patient can tap on **Enter Waiting Room**.

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Once the patient enters the Waiting Room, they will be prompted to **Start Appointment**.
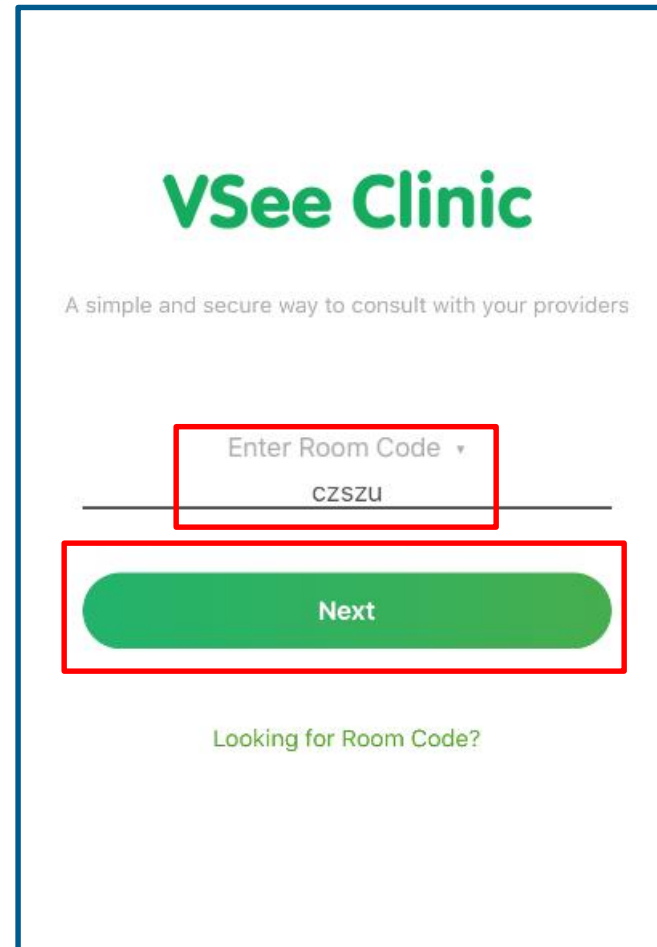
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A Room Code will default in the **Room Code** field.

You do not have to enter this code anywhere else during the call.
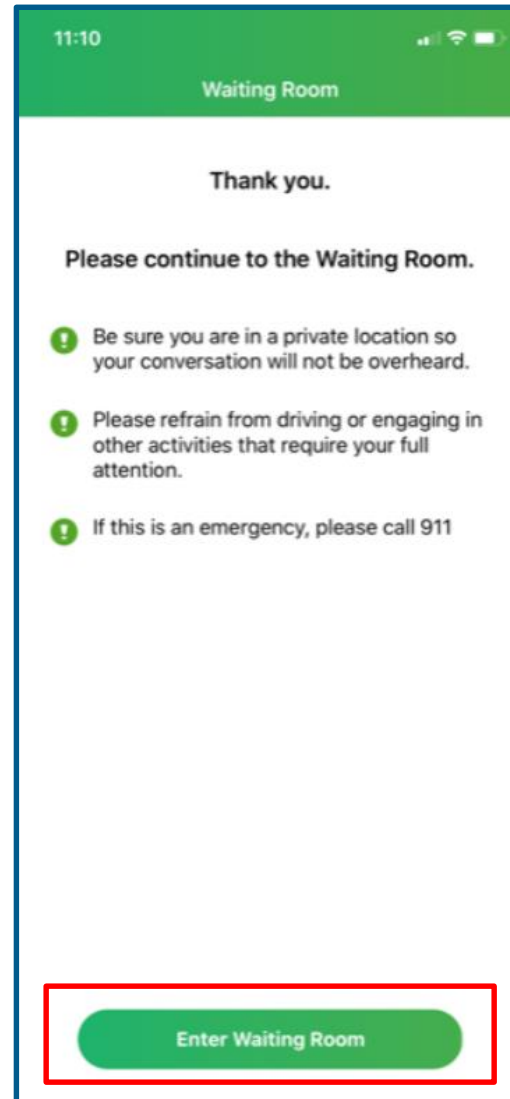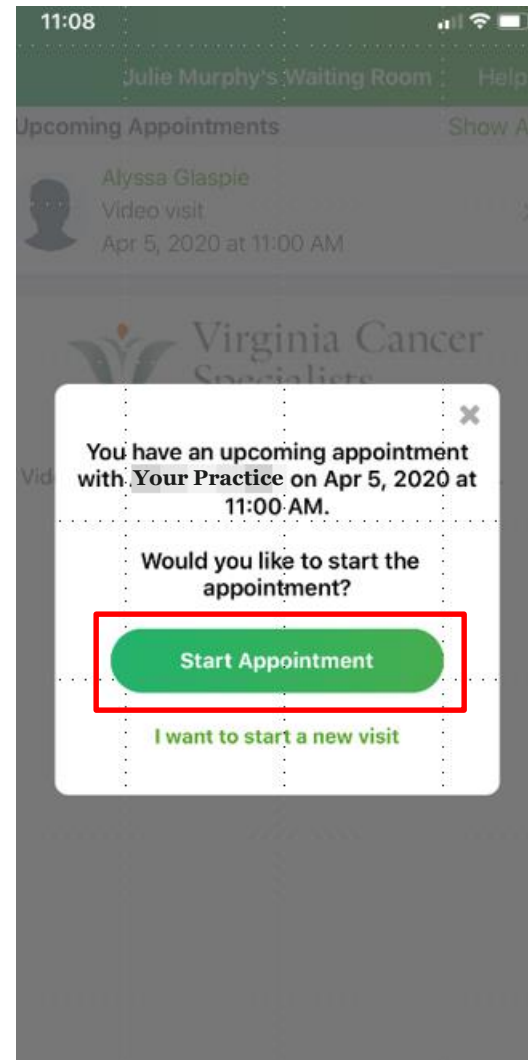
Tap **Next** to continue.

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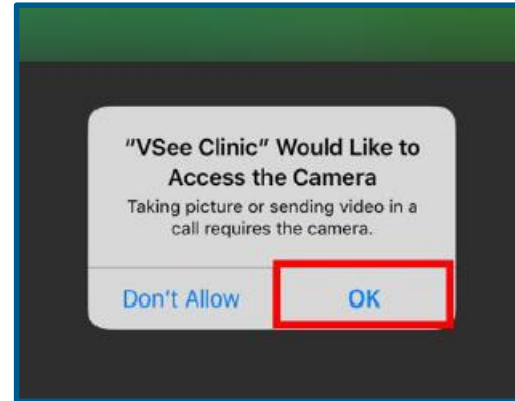
Tap **Enter Waiting Room**.

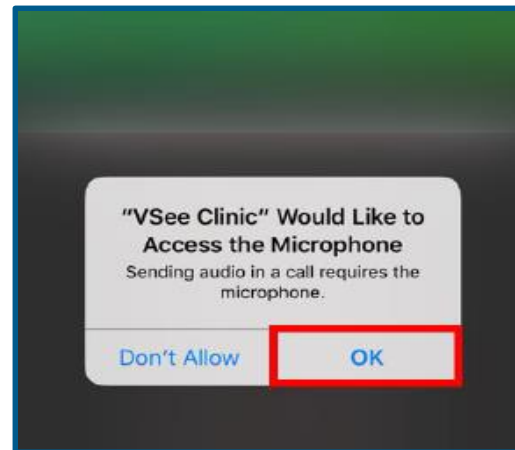# VSee Patient User Guide for Smart Phones

Click on **Start Appointment**.

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Tap **OK** to allow VSee Clinic access to the **Camera** on your phone.

Tap OK to allow VSee Clinic to access to your **Microphone**.

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Once in the **Waiting Room**, the patient will see their video image on the screen, and a notice that the provider will be with the patient shortly.

Once the provider joins, the patient will hear an audible sound, then will hear and see the provider on their screen.

The patient will be able to **Mute** their microphone, and **Pause** their video camera. They also have to option to disconnect the call, but it's best practice to have the **Provider** end the call.

Note:
If the patient disconnects the call in error, they will be prompted to re-enter the video call.
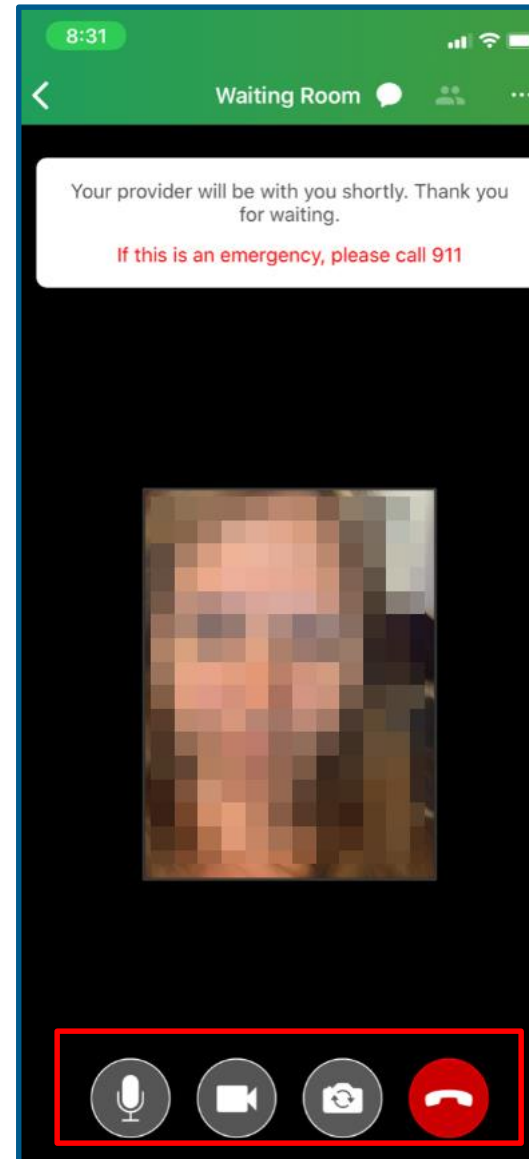
VSee Patient User Guide Trouble Shooting Guide

1. The patient is appearing in the waiting room but is "offline" and cannot start the appointment.
   a. The patient may have not downloaded the application correctly.
   b. Call the patient and help them trouble shoot.
   c. After they installed the application, did they follow the step below?

   After you have installed VSee, come back to this page and **click here to continue.**

2. The video starts but the patient cannot see or hear you.
   a. The MA or Provider should click the red hang up button, and keep the patient in the waiting room.
   b. Restart the video call.

3. Patient can't figure out how to download the application on the PC.
   a. Walk them thorough the steps to download and install. If it doesn't work, the Provider can continue with the audio portion of the call and note that the video did not work in the chart documentation.

4. If the Scheduler, MA, or the Provider's VSee application is showing Yellow and states **Unable to connect** to the Vsee Directory.
   a. Click on the top Yellow Circle and click log out.
   b. Sign back in.

5. The patient could see us but could not hear us for a few minutes.
   a. Wait 1-2 minutes to see if it's a connectivity issue.
   b. The patient could have had the volume on their phone low or muted.