

# Getting Started with UI Health Virtual Video Appointment

During the COVID-19 pandemic, UI Health is using virtual video appointments to reduce your risk of illness by joining your appointment with your clinician or care team from the comfort of your own home.

This guide includes tips and instructions on how to join your virtual video appointment.

## What do I need for my virtual video appointment?

1. You will need:
  - Desktop/Laptop computer with a webcam and speakers
    - Your computer must have 6 GB RAM to support the virtual video appointment
  - OR**
  - Tablet/Smartphone with iOS or Android operating system and front facing camera and speakers.
2. You will also need an internet/mobile data connection
  - InTouch works best when using Google Chrome, Safari, or Firefox.
    - NOTE: Microsoft Edge or Internet Explorer (IE) will **NOT** work.

## What do I need to do the day of the virtual video appointment?

Preparing for your virtual video appointment is easy. Complete the steps below to ensure you're ready for your virtual video appointment.

1. Approximately 10 minutes prior to your appointment, open your email or text that contains your appointment link.
2. Click the unique link embedded in the email or text.
  - You may need to copy and paste the link into your web browser if clicking the link does not work.



3. Click **Enter Waiting Room** link.
4. Click one of the following options:
  - **Download app**
  - **Join via desktop app**
  - **Continue in Browser**
5. Click **Check In**.

6. You will be placed in a waiting room until your medical professional arrives.
  - Once you have entered your session, you should be prompted to allow access to your webcam and microphone.
    - If you are not prompted, click **Test Connection**, or check your browser settings.
  - If you need to leave your session, click **Exit**.
    - Select **No** if you do not wish to exit and you will be returned to your session, otherwise click **Yes** to confirm your exit.
7. The medical professional will end the virtual video appointment at the end of your session.

## How should I prepare my space for my virtual video appointment?

Here are a few Best Practices you can use to prepare for your virtual video appointment:

### 1. Virtual Video Appointment Best Practices

- Restart your device so it runs efficiently
- Close any unnecessary programs and applications before you start your appointment
- Update your device regularly to help the performance and compatibility of your device
- Know where your volume control is so you can adjust the volume to your liking or mute/unmute your speakers

### 2. Webcam Best Practices

- Be at least 3 feet back from the camera
- Have your shades drawn and avoid backlighting
- Look at the camera when you are speaking
- Keep background noise to a minimum by closing doors and windows nearby
- Silence your cellphone before starting the appointment

## Is my virtual video appointment private?

1. Just like a face-to-face appointment, your virtual video appointment will be private and confidential.
2. Your virtual video appointment uses industry standard SSL/TLS encryption to enhance security of electronic data transmissions.
3. InTouch Health will maintain all applicable HIPAA and other regulatory requirements to the extent that it has access to, or otherwise stores, processes, or transmits PHI (Personal Health Information).

## Tips for Success

1. Please join the virtual video appointment 5-10 minutes early to test your settings.
2. If you need to cancel or have questions about your appointment, please contact your clinic.