

# Video Visits with The Polyclinic

## General Information

### What is a video visit?

A video visit, sometimes referred to as “telehealth” is an online video appointment with your provider. All you need is a computer, tablet, or smart phone, and internet access. You can see and talk with your provider through your own device.

### Who can use this service?

The Polyclinic now offers video visits for patients for primary and specialty care, including urgent, general office, and preventative services.

**Call your provider’s office to schedule an appointment.  
Appointments are required for all video visits.**

## Set Up Instructions

### What do I need for a video visit?

To enjoy the best experience on VSee, you will need a device that has a microphone and speakers, webcam or built-in camera, and access to high-speed internet. These can be found on devices such as a:

- Smartphone
- Tablet
- Laptop
- Desktop computer

### What internet browsers are supported?

VSee works on:

- **Preferred** - Google Chrome (latest version)
- **Supported** - Safari (latest version)
- **Not Supported** - Mozilla Firefox (latest version)  
- Microsoft Internet Explorer

Also, make sure that your device’s JavaScript and Cookies settings are turned on. It is likely that they are already turned on, but if not they can be found in the settings of your device. For technical support, call the support number below.

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## Technical Support

If you are experiencing technical issues with VSee, please call 844-852-9225,  
Monday - Friday 7 am - 7 pm and Saturday 7 am - 5 pm

# Video Visits with The Polyclinic

## Set Up Instructions

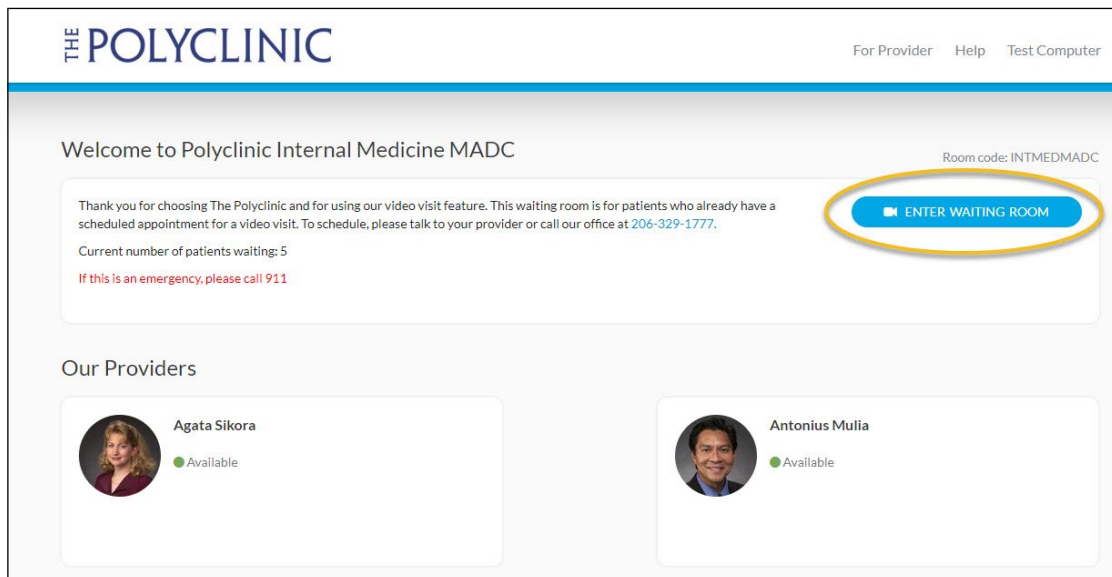
### How do I prepare for my VSee video visit?

To get started, close all other browser tabs, applications and video conferencing programs that can interfere with VSee, such as WebEx, Skype and GoToMeeting.

Additionally, log out of your social media accounts such as Facebook, Twitter, WhatsApp, Instagram, and disable Bluetooth during your VSee Visit.

### Using a computer:

1. Ten minutes before your scheduled appointment, enter [polyclinic.com/VideoVisit](http://polyclinic.com/VideoVisit) into your internet browser. Click the department for your appointment and then click "ENTER WAITING ROOM".



The screenshot shows the Polyclinic VSee waiting room interface. At the top left is the logo "THE POLYCLINIC". On the top right are links for "For Provider", "Help", and "Test Computer". The main heading is "Welcome to Polyclinic Internal Medicine MADC". Below this, there is a message: "Thank you for choosing The Polyclinic and for using our video visit feature. This waiting room is for patients who already have a scheduled appointment for a video visit. To schedule, please talk to your provider or call our office at 206-329-1777." Below the message, it says "Current number of patients waiting: 5" and "If this is an emergency, please call 911". On the right side, there is a "Room code: INTMEDMADC" and a blue button with a camera icon and the text "ENTER WAITING ROOM", which is circled in yellow. Below the main content area is a section titled "Our Providers" with two provider cards. The first card is for Agata Sikora, with a green dot and the word "Available". The second card is for Antonius Mulia, also with a green dot and the word "Available".

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## Set up instructions for Google Chrome and supported browsers

2. Enter your information, check the consent box, and click "CONTINUE".

If you are using a supported browser, the video call will launch and your provider will join shortly.

If you are using Internet Explorer please continue to the next steps.

WHAT IS YOUR HEALTH CONCERN TODAY?

First Name \* Erika  
Last Name \* Test  
Date of birth \* January 10 1990  
Phone \* 6460463435

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

CONTINUE >

## Continued instructions for Internet Explorer

3. You will be prompted to open VSee. Click "Allow" and follow the steps to install the application, test your webcam, sound, and microphone.

LAUNCHING OPTUM TEST CLINIC VIDEO APPLICATION

If prompted, click **Allow** to launch VSee.

Internet Explorer

Do you want to allow this website to open a program on your computer?

From: optum.vsee.me  
Program: vsee  
Address: vsee:4x0zc4fisisqd1uzt5wbmahzdxlpajtgk9ekp6f5arrz45bf1d4aqydxsb4s2tyi?q=x1vunxww

Always ask before opening this type of address

Allow Cancel

Allowing web content to open a program can be useful, but it can potentially harm your computer. Do not allow it unless you trust the source of the content. [What's the risk?](#)

Is VSee not launching for you?

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

After you have installed VSee, [come back to this page](#) and [click here to continue](#).

For technical support, please contact us at (650) 614-1746 or [help@vsee.com](mailto:help@vsee.com).

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## Set Up Instructions

### 4. 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](mailto:privacy@vsee.com).
- Questions about our policies and handling of your data can also be directed to [privacy@vsee.com](mailto:privacy@vsee.com).

### 5. The video call will launch. Your provider will join the visit shortly.

### 6. If you experience issues installing VSee, click "Help" in the upper right corner of the screen for VSee support information.

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