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.

<p style="color:red; text-align:center;">Call your provider's office to schedule an appointment.
Appointments are required for all video visits.</p>

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?

<u>VSee works on</u>:

- Google Chrome (latest version) *Preferred brower for best experience*
- Safari (latest version) – please don't use private mode
- Internet Browser - default browser on some Android devices

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.

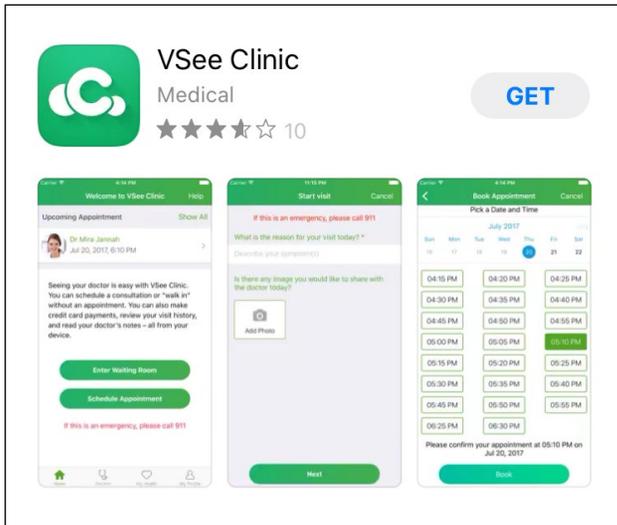## THE POLYCLINIC

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
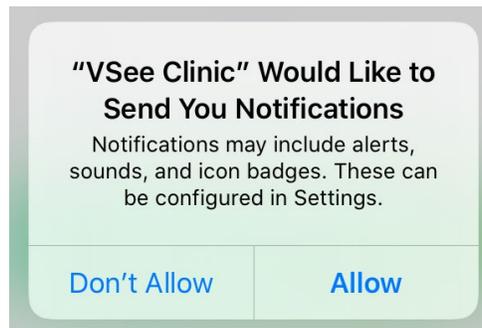
Video Visits with The Polyclinic

Set Up Instructions

<u>Using a smartphone or tablet:</u>

1. Download and install the **"VSee Clinic"** app (it is free). Be sure to download VSee Clinic, other VSee apps such as Vsee Messenger or VSee Waiting Room.

2. The first time you download the app, you will be asked to enable notifications. Click **"Allow."**

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Set Up Instructions

3. Enter the clinic using the room code that our patient service representative provided you on the phone.
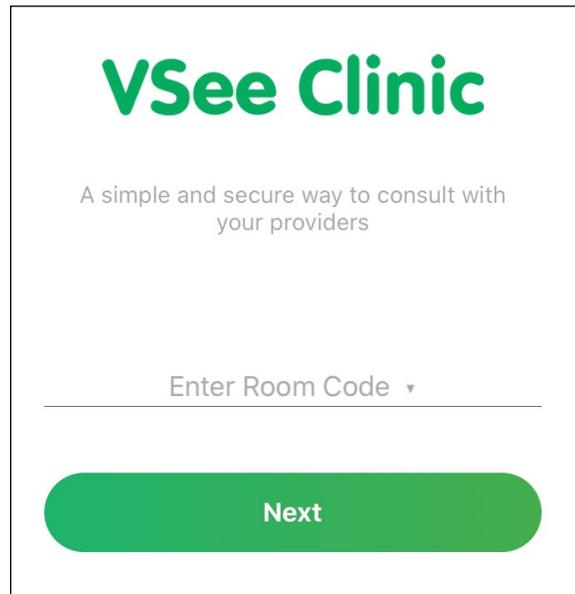
VSee Clinic

A simple and secure way to consult with your providers

Enter Room Code ▾

Next

4. Enter your first and last name, check the consent box, and click **"Enter Waiting Room."**
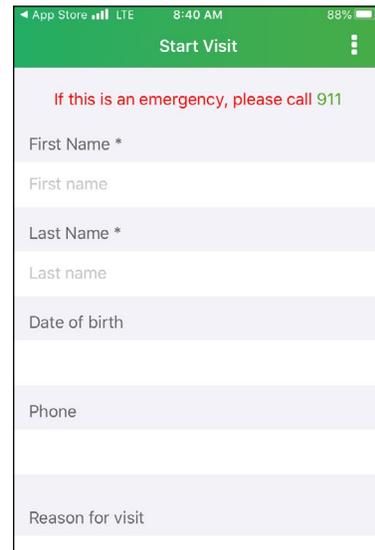
◄ App Store 📶 LTE   8:40 AM   88% 🔋

Start Visit   ⋮

If this is an emergency, please call 911

First Name *
First name

Last Name *
Last name

Date of birth

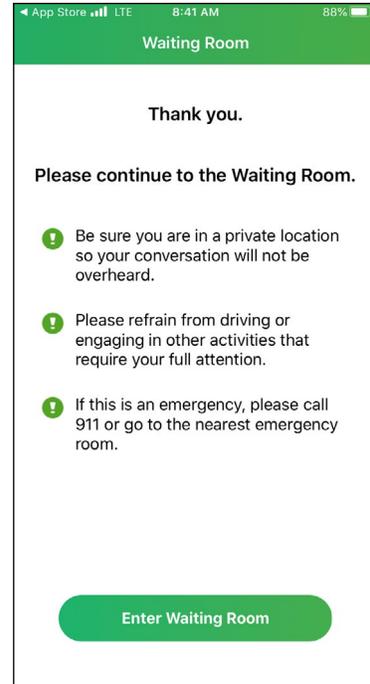Phone

Reason for visit

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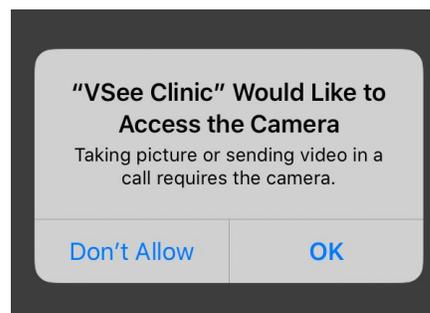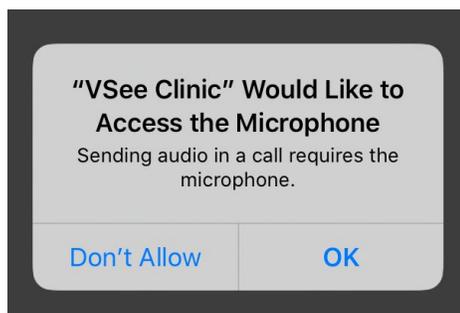Monday - Friday 7 am - 7 pm and Saturday 7 am - 5 pm

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Set Up Instructions

5. You will be taken to another screen with information for your visit. Click **"Enter Waiting Room."**

6. IMPORTANT: The first time you download the app, you will be asked to allow access for your microphone and camera. Click **"Ok"** for both prompts. If you click **"Don't Allow"**, the video visit will not work.

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**7.** The video call will launch.

Your provider will join the visit shortly.

If this is not your first video visit and you need to find a different virtual waiting room, click the three dots in the upper right of the screen and then select **"Visit a different clinic"**

Select **"I have my provider's room code"** to enter the room code that was provided and you will be placed into your virtual waiting room.
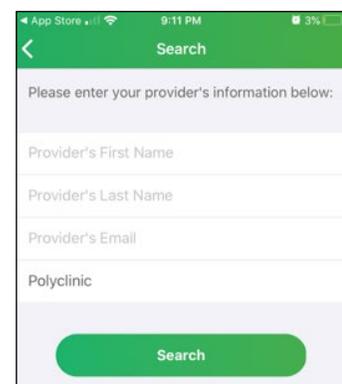
Or select **"I need help finding my provider"**
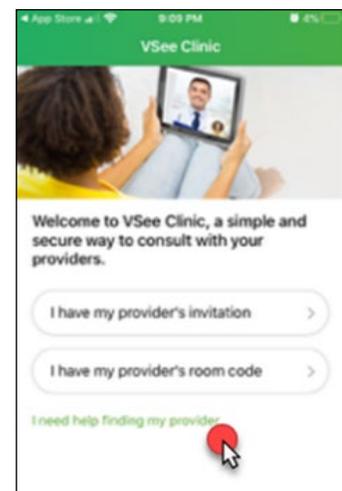
Enter **"The Polyclinic"** and click **"Search"**.

Select the department of your appointment to enter your virtual waiting room.

Please note, opening other mobile apps while in the waiting room could disconnect you from your video visit.

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