

# **Patient Manual**

### WHAT YOU NEED

To enjoy the best experience on VSee, make sure you have:

- Internet access (minimum 200 kbps for upload and download). For more information on how to check your Network Statistics while using VSee, please follow the steps listed on this guide.
- Webcam or built-in camera
- Microphone and speakers

#### BROWSER

Make sure you are using a supported browser. VSee works on:

- Microsoft Internet Explorer (9.0 or later) flash player must be installed
- Mozilla Firefox (latest version) except iOS and Android
- <u>Safari (latest version)</u> please don't use private mode
- <u>Google Chrome (latest version)</u>
- <u>Internet Browser</u> default browser on some Android devices

To check the browser version, please follow the steps listed on this guide.

Also, in your settings, turn on:

- JavaScript
- Cookies

To turn on Javascript and Cookies, please follow the steps listed on this guide.

#### **GET STARTED**

Once you have everything you need, close all other video conferencing programs, such as:

- WebEx
- Skype
- GoToMeeting

These programs can interfere with VSee. To close these programs, locate them on the "System Tray" located at the bottom-right corner of your computer. Right-click on the icon (Skype for example) then select "Quit".

## **SUPPORT**

Please contact support@vsee.com or call +1 (650) 560-7140 (6am - 6pm PST).



#### HOW TO ENTER THE WAITING ROOM

1. Go to the clinic web address that is given by your medical provider and click on the **ENTER WAITING ROOM** button.

For first time users: If you haven't installed VSee yet, click **Test Computer** For VSee support information: Click **Help** 

VSee	Help Setup & Test VSee
Welcome to Becky's Waiting Room Current number of patients waiting: 0	Enter Waiting Room >
If this is an emergency, please call 911 <b>Dr Becky Wai</b> is currently ■ Offline Dr. Becky Wai is a graduate of the Medic skills obtained through hands-on involver	School at University California, San Francisco, who brings to her General Practice a wealth of experience and nt in many diverse aspects of modern Family Medicine. She works at DPBH online clinic every Friday 8-12 pm.

2. On the intake form, please input the requested information.

When you are ready to see your provider, click on the **Continue** button. This will start to launch the video call with your provider and notify him that you entered the waiting room.

	Last Name *	
First Name	Last Name	
Reason for visit (optional)		
ile upload (health record, labs,	or relevant information) (optional)	
	Drag and Drop files here	
	Or Click Here to browse files	

3. If you have installed VSee Messenger, select **PROCEED TO CONSULTATION**. Only select **INSTALL VSEE** if you have not installed it yet.

# **VSee**

SET UP FOR VIDEO CONSULTATION	
If this is your first visit, click here to install VSee.	
INSTALL VSEE	
If you have installed VSee, you may proceed to consultation now.	
PROCEED TO CONSULTATION	

4. If the pop up window appears, check the box and click **Open vsee**.

Open vsee? Always open these types of links in	n the associated app	
	Open vsee	Cancel

5. Accept the standard VSee Privacy and Terms by clicking on the I Agree button.

<ul> <li>b create a VSee Account, you will agree to our <u>Terms of Service</u> and <u>Privacy Policy</u> by clicking the button below.</li> <li>lere are the important things to know about our <u>Privacy Policy</u> :</li> <li><b>Nata we store when you use VSee products.</b> <ul> <li>When you set up a VSee Account, we store the account information you supply including name, email address and other data y provide.</li> <li>When you use your VSee Account we store your instant messages, usage history, and crash analysis data.</li> <li>For VSee Clinic users only : We store only the scheduling information, medical history, photos and notes that you enter into the VSee Clinic providers only : We store scheduling information and the information you and your users enter into the VSee Clinic application.</li> </ul> </li> <li><b>Vhy VSee stores this data.</b> <ul> <li>Enable our products to work as intended.</li> <li>Improve and identify problems in our software.</li> <li>Communicate to our users about VSee and telemedicine.</li> <li>Allow providers to assist their VSee Clinic users.</li> <li>Ensure HIPAA compliance with respect to auditing and archiving of data.</li> </ul> </li> </ul>		Privacy and Terms		
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6. Your provider should be with you shortly.



