MEDCENTRE HEALTH
SYNCHRONIZING HEALTH SECTORS

# VIRTUAL CARE GUIDE
FOR PATIENTS

1. Find a quiet, private setting for your call.

2. **Use a laptop if possible**, with **Chrome** or **Firefox**, because they handle video best.

3. If you cannot access a laptop, try using **Chrome** browser on Android, or **Safari** browser on iPhone/iPad.

4. Each appointment link you receive is unique. Links from previous sessions **won't work** for a new appointment (even with the same doctor).

Find the link easily by searching your email inbox for "Your Video/Phone Appointment Reservation."

GETTING STARTED

1. Test your camera and microphone **in advance**, using the link we've provided, on the device you plan to use for your appointment with the doctor.

2. On computers or laptops, the browser will **request permission to use the microphone and camera.**

If you do not see a pop -up, look for a notification near the address bar where the appointment link is shown.
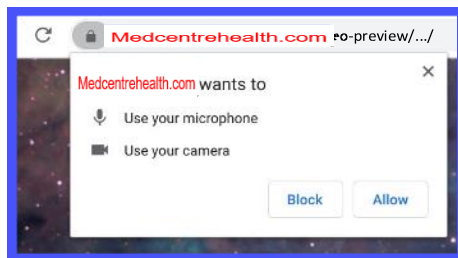
3. Using the preview window, make sure that you can see your own video, and that sound is being registered from your microphone on the monitor.

4. Click *"Visit doctor"* to do a final test of the camera in your private appointment room.
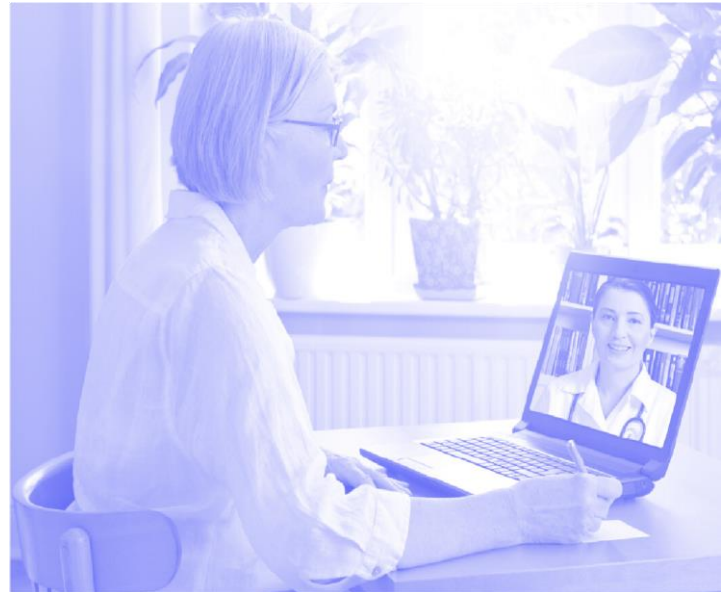
DURING THE APPOINTMENT

If your doctor's screen looks grey when you join, **refresh your browser**, you will need to manually grant camera access. Use steps 2-4 described to the left.

If you can't hear the doctor, or they can't hear you, try typing in the chat window.

If video freezes, it is likely because one person's internet disconnected. **Refresh the browser to reconnect.**

Your doctor might provide you a PDF prescription at end of the call:
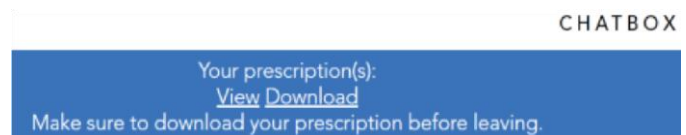
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