

A quick guide to your telemedicine appointment

Telemedicine is just like a regular appointment; the only difference is that you can see and speak to your health care provider without having to leave home or work!

To begin, all you need is an **Internet connection**, an **email account**, and a **personal computer** (with webcam, speaker, and microphone) or a **tablet/smart-phone**.

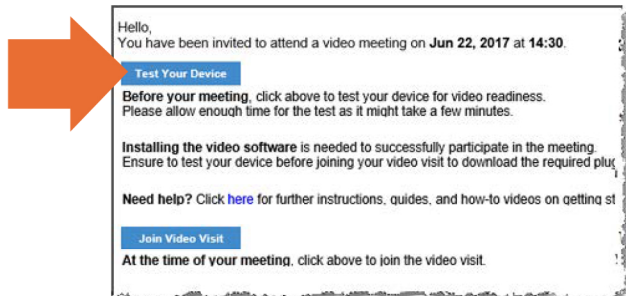
There are three simple steps to prepare for your first Video Visit.

(The next time you have a Video Visit, you don't have to test or install - just join.)

- 1 Receive your **email invitation**.
- 2 **Test** your connection/device.
- 3 **Install** the app/plugin.

Before your Video Visit

1 Open your email invitation



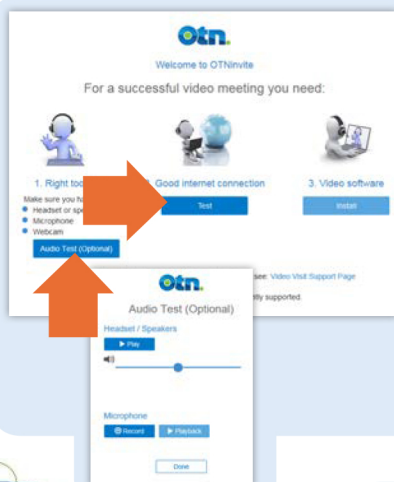
Your email invitation contains:

- A unique, customized link to test your Internet connection and install the Vidyo app/plugin.
- A link to access help information.
- The date and time for your Video Visit.
- A unique, customized link to join your Video Visit.

To access the OTN test page, click/tap **Test Your Device**.

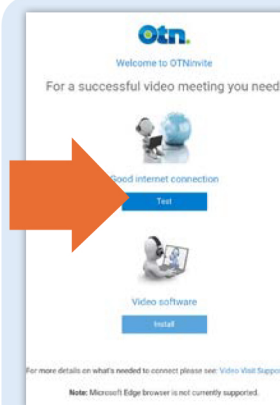
2 Test your connection/device

Personal Computer



- Test your computer's speakers and microphone (optional).
- Test your connection. After you successfully pass this test, the **Install** button becomes active.
- Install the Vidyo plugin (see next page).

Tablet or Smartphone



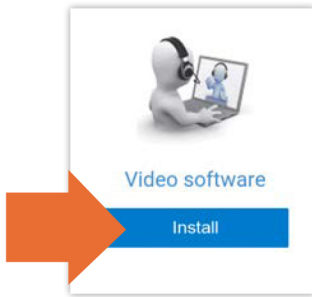
- Test your connection. After you successfully pass this test, the **Install** button becomes active.
- Install the Vidyo app (see next page).



Review the system requirements. For full details see...

- [Windows PC](#) (e.g., use Internet Explorer 11+)
- [Android](#) (e.g., use version 2+)
- [Mac](#) (e.g., use Safari 9+)
- [iOS](#) (e.g., use iPad, iPhone 7+)

3 Install the plugin/app



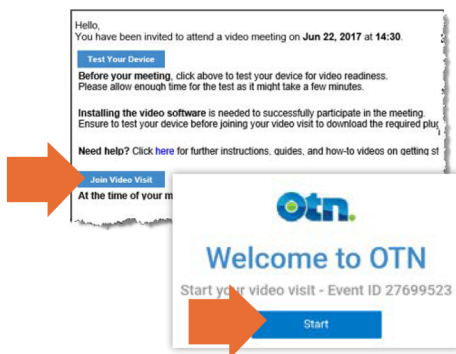
Click/tap **Install**, follow the on-screen prompts, and accept the Vidyo license.

- **PC and Mac** users download and accept the browser plugin from a Vidyo Download window. (Click [here](#) for detailed instructions.)
- **iOS** users download and install the Vidyo app from the App Store. (Tap [here](#) for detailed instructions.)
- **Android** users download and install the Vidyo app from the Google Play store. (Tap [here](#) for detailed instructions.)

After the install finishes, close all browser windows related to the install. You are now ready to join your Video Visit.

Need Help?
Contact OTN Technical Support: **1-855-654-0888**.

Joining your Video Visit



1. On the date of your Video Visit, open your invitation email and at the scheduled time click/tap **Join Video Visit**.

2. Click/tap **Start**.

3. Type your name in the Name field and click/tap **Join**. If you were given a PIN, enter it in the PIN dialog box.

4. When connected, a video window appears.

If you are the first person to join, you will see only yourself in the video window.



Your Privacy is Important...

Personal health information is any information that can identify you and link you to the healthcare services you receive. The Ontario Telemedicine Network (OTN) knows the importance of keeping this information confidential. We recommend you use a **personal** email address. For more information, please visit www.otn.ca.