

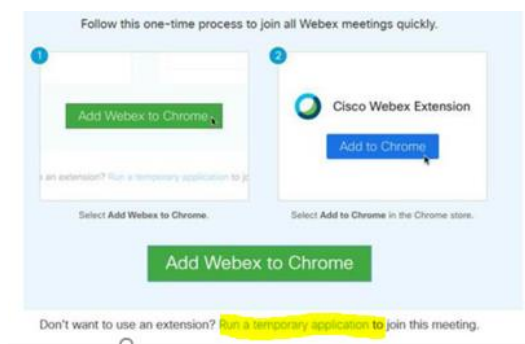
TELEHEALTH VISIT INFORMATION

We would like to share some helpful information with you as you prepare for your telehealth visit with your healthcare provider.

TECHNICAL REQUIREMENTS

Both you and your provider will use audio and video, so you can see, and talk to one another during your visit. For this you will need:

- A Laptop, PC, or iOS/Android smartphone or tablet with camera, microphone, and speakers
- Internet or Wi-Fi access (Wi-Fi access is preferred over cellular, as a strong Wi-Fi signal offers a better and more stable experience)
- If using an iOS or Android device install the free Cisco Webex Meetings App (available in the Apple App store or Google Play store)
- If using a computer you may use Internet Explorer, Safari, or Firefox browsers to easily connect. You may also use the Chrome browser, however, it may require downloading an extension or running a temporary application



- Make sure that you can access your email from the device you'll be using for your visit.

OTHER TIPS

- Find a quiet place with limited distractions where you can connect to your appointment
- Limit the use of your internet for other activities during your visit, this will help to keep the video clear
- This visit will be billed to your insurance company like your in-person visits

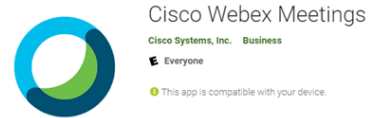
PREPARING FOR YOUR TELEHEALTH VISIT

INSTALLING THE WEBEX APP ON YOUR MOBILE DEVICE

1. On your mobile device (smartphone or tablet) open the **App Store** or **Google Play Store**



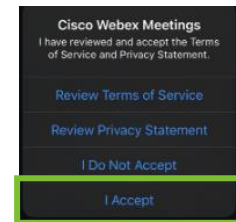
2. Type **Webex** into the search
3. Download the **Cisco Webex Meetings** App



4. The App icon should now display on your mobile device



5. Open the Cisco Meeting App and **Accept** the terms of service

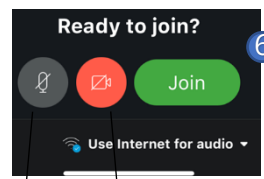
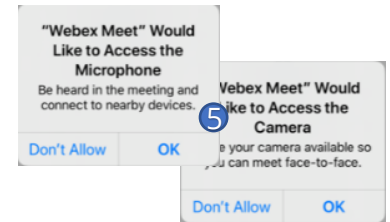
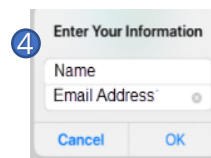
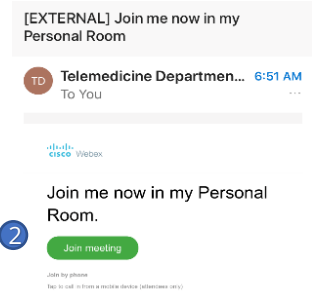


JOINING YOUR TELEHEALTH APPOINTMENT ON YOUR MOBILE DEVICE

Your doctor's office will either send you an email or give you a meeting number to join the visit.

Email

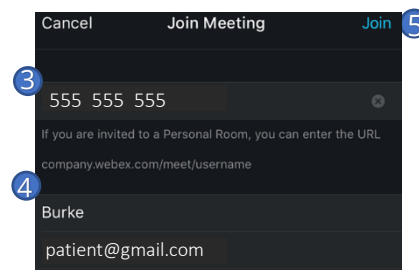
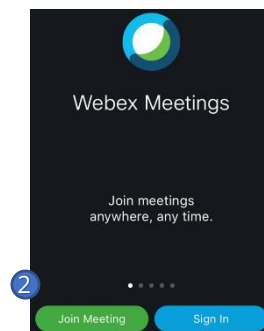
1. Open the email on the mobile device you'll be using for the visit.
2. Click the "**Join Meeting**" button from the email (join a few minutes prior to your scheduled appointment time).
3. The WebEx Meeting App will open*
4. Enter your **name** and **email address**
5. Allow the app to use your microphone and camera
6. Click **Join**



Audio on/off **Video** on/off

Meeting Number

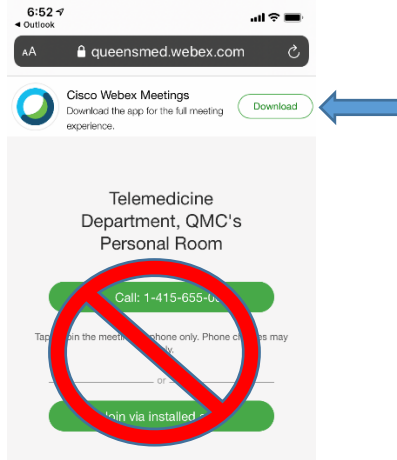
1. Open Webex application on your phone
2. Click the "**Join Meeting**"
3. Enter the **Meeting Number** provided by the doctor's office
4. Enter your **name** and **email address**
5. Click **Join**



For technical assistance with using WebEx for your telehealth visit call 808-691-8141

TROUBLESHOOTING WEBEX APPLICATION ISSUES

*If you get this screen, the app has not been downloaded. Click **Download**.



These buttons should show black like below so that video and sound are turned on. If they are **red** the provider will not be able to see or hear you.

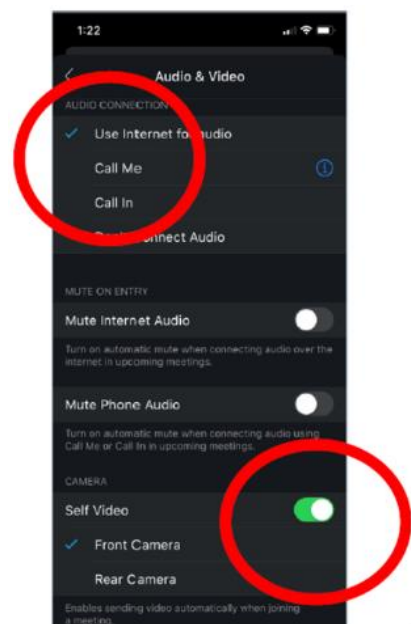


If you still have issues with the audio/video, in the app:

⚙️ Click into Settings > Audio & Video

Confirm the settings match what is circled here:

- **Use Internet for audio**
- **Self Video On - Front Camera**



For technical assistance with using WebEx for your telehealth visit call 808-691-8141