MBTelehealth®
A Shared Health Service

Quick Reference Guide
eVisit - PATIENTS
Connect by Smartphone

Read all of the instructions to prepare and connect to your eVisit.
(Note: The instructions will also be available on the screens.)

There are 2 parts and <u>both must be completed</u> at the times shown.

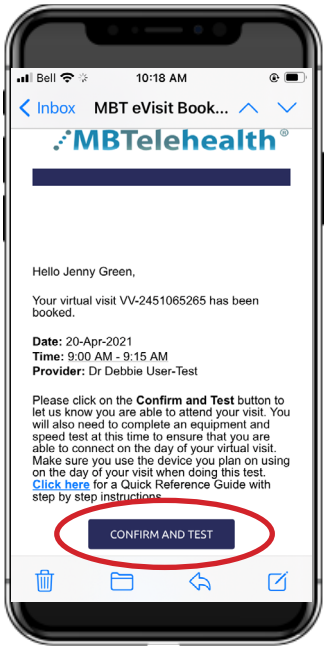
PART A: Confirmation and Speed/Equipment Test

This first step is to be done <u>as soon as you receive the Virtual Visit email from the clinic.</u>

Use the device you plan on using on the day of your appointment (smartphone or computer) since you'll need to test that equipment as part of this step. See the last page for a list of compatible browsers.

1

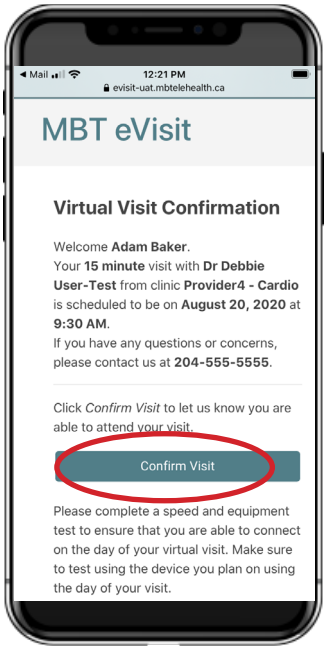
Go to the eVisit email that you received from the clinic and click **Confirm and Test.**



2

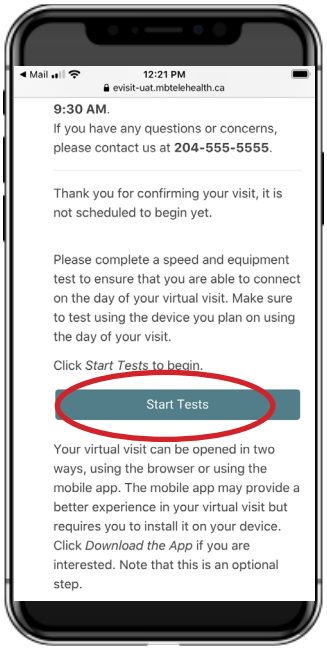
Click **Confirm Visit**.

(If you need to change your visit date and time, please contact your clinic directly.)



3

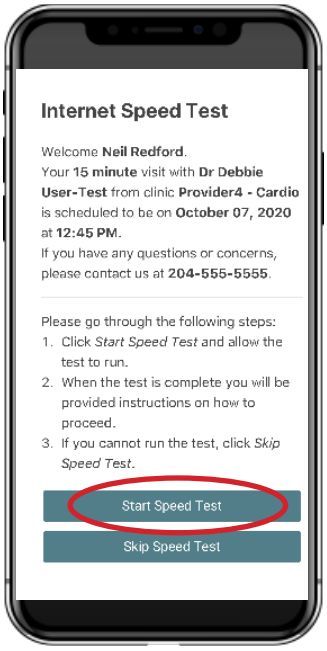
Click **Start Tests.**



4

Click **Start Speed Test.**

You should only choose **Skip Speed Test** if you have used this same device for a previous Virtual Visit. This will take you directly to step 6.

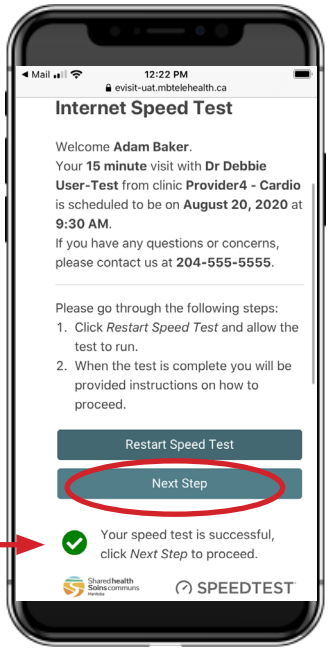


If your device does not pass the test during any of the steps, please contact your clinic to make other arrangments for your appointment.

5

You will see a green checkmark at the bottom of the screen if the test is successful.

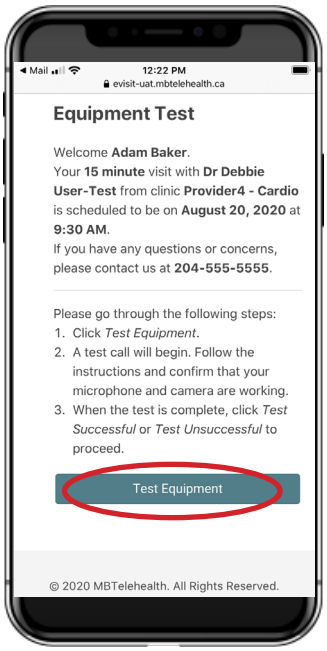
Click **Next Step** to continue.



6

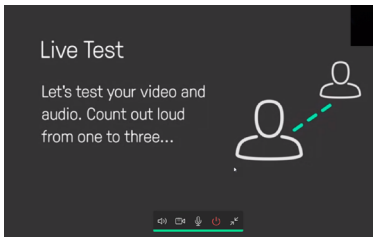
Click **Test Equipment.**

Click allow if you get any messages about using your camera or microphone.



7

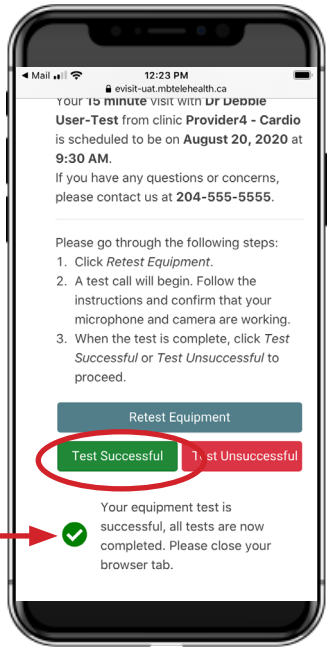
Follow the instructions on the next few screens to confirm that your microphone and camera are working.



8

Click **Test Successful.**

Your testing is now complete, please close your browser.



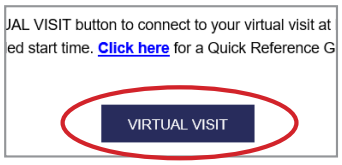
When you confirmed your appointment you would have received another email from your clinic which has a link that you will use to connect on the day of your visit.

On the day of your virtual visit, follow the instructions under **Part B on the next page** and remember to connect at least 15 minutes before the start time of your appointment.

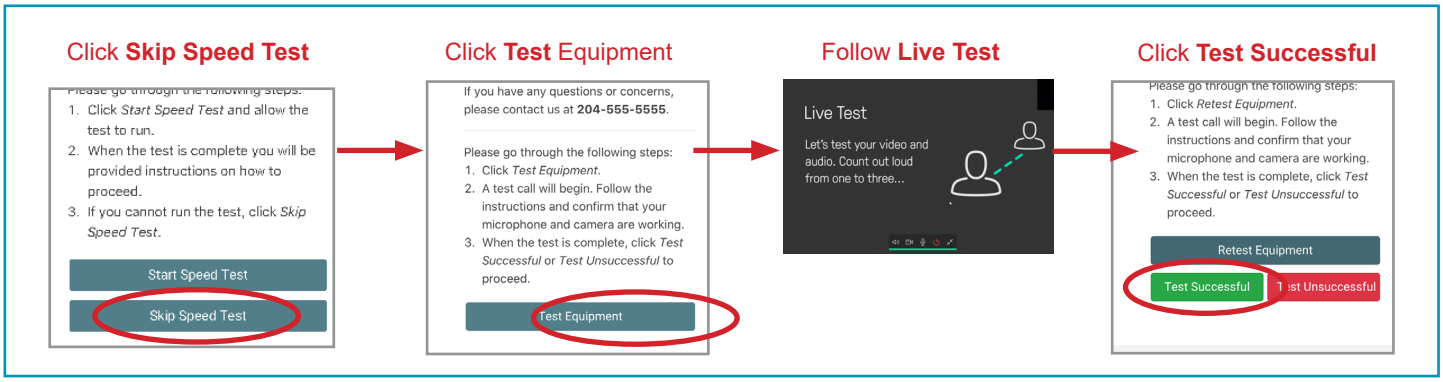
PART B: Virtual Visit

This step is to be started about 15 minutes before your scheduled appointment time. You will run through a brief test as part of this step.

1 Go to the Confirmation email (the 2nd email) that you received from the clinic and click **Virtual Visit.**

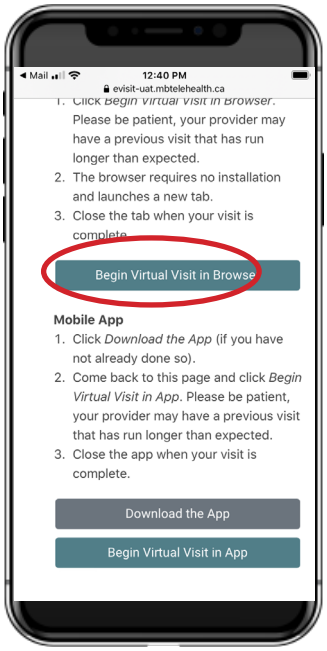


2 Follow the screens to complete the testing portion again (these may look a little different from the images below depending on how soon you connect).



3

Click **Begin Virtual Visit.**

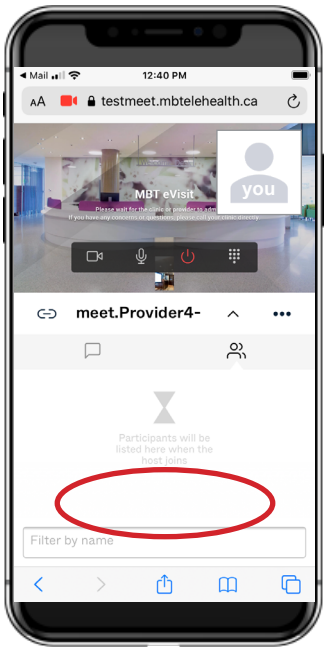


4

Your call will connect and you will see the Waiting Room.

Depending on the clinic's process, a clerk may admit you into the waiting room and then will speak with you to confirm who you are.

In some clinics, your provider will confirm who you are once they connect.



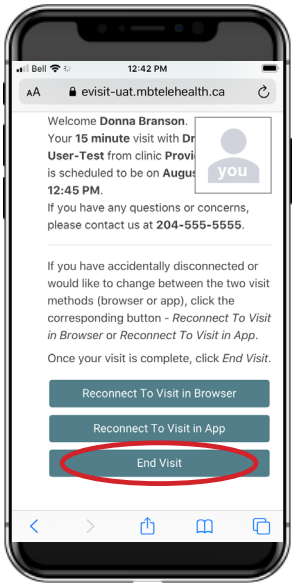
Please be patient, your provider may have a previous appointment that has run longer than expected.

5 Your provider will connect when they are ready to start your appointment.

You will see your provider full screen and you will see yourself in the top right corner.

6 Press disconnect at the end of your call if the provider has not already disconnected you.

7 Close the tab and then click **End Visit.**



BE PRIVACY-WISE **Always use eVisit in an appropriate and confidential location.**

Technical Requirements

Google Chrome: WebRTC (VP8/VP9/H.264), 61 and later (64-bit version only)

Mozilla Firefox: 60 ESR and later (Firefox v68 and later requires Pexip Infinity v21 and later.)

Microsoft Edge: ORTC, 41 and later (including Edge Chromium)

Opera: 53 and later

Apple Safari on macOS: Safari 11.1 and later (Safari version 11 onwards uses WebRTC and therefore is supported by the latest web app.Safari versions 6-10 requires Adobe Flash Player 11 and later plugin, and is supported by the legacy web app only.)

Apple Safari on iOS: iOS version 11.2 and later