

Video Visits with The Polyclinic

General Information

What is a video visit?

A video visit, sometimes referred to as “telehealth” is an online video appointment with your provider. All you need is a computer, tablet, or smart phone, and internet access. You can see and talk with your provider through your own device.

Who can use this service?

Current Polyclinic patients can now have a video visit to address COVID-19 concerns if at least one of the following symptoms is present:

- Upper respiratory illness
- Cough
- Fever

Video visits can also be scheduled for appointments in primary care and select specialties.

**Call your provider's office to schedule an appointment.
Appointments are required for all video visits.**

Set Up Instructions

What do I need for a video visit?

You can use a smartphone, tablet, laptop or desktop computer. To enjoy the best experience on the VSee video application, make sure you have:

- High-speed internet access
- Webcam or built-in camera
- Microphone and speakers

What internet browsers are supported?

VSee works on:

- Google Chrome (latest version) *Preferred browser for best experience*
- Microsoft Internet Explorer (9.0 or later) - flash player must be installed
- Mozilla Firefox (latest version) - except iOS and Android
- Safari (latest version) – please don't use private mode
- Internet Browser - default browser on some Android devices

Also, in your settings, turn on:

- JavaScript
- Cookies

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How do I prepare for my VSee video visit?

To get started, close all other video conferencing programs that can interfere with VSee, such as:

- WebEx
- Skype
- GoToMeeting

Using a computer:

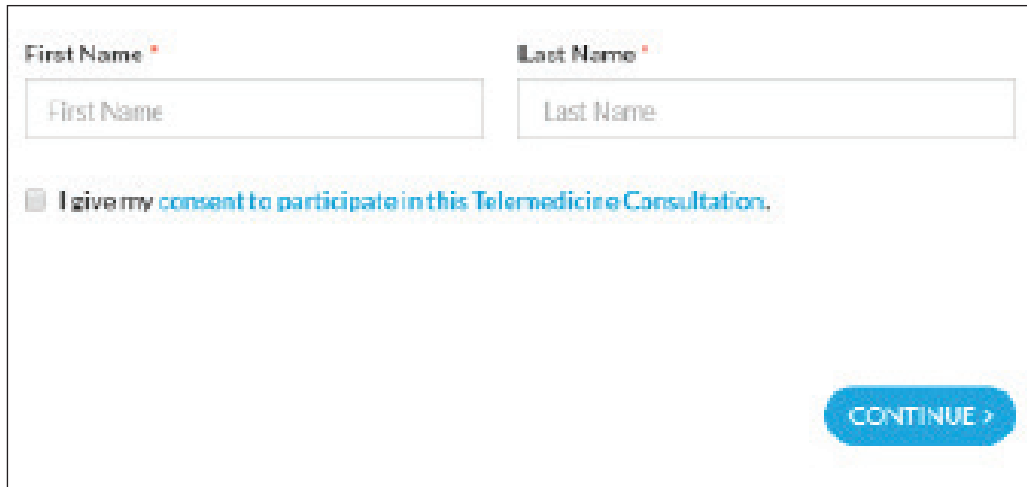
1. Ten minutes before your scheduled appointment, enter polyclinic.com/VideoVisit into your internet browser. Click the department for your appointment and then click "ENTER WAITING ROOM".

The screenshot shows the Polyclinic Virtual Walk-In Clinic waiting room interface. At the top left is the logo "THE POLYCLINIC". At the top right are links for "Help" and "Test Computer". The main heading is "Welcome to Polyclinic Virtual Walk-In Clinic" with a "Room code: WALKIN" on the right. Below this is a large text block containing a welcome message, a "ENTER WAITING ROOM" button, and information about the virtual room's purpose (minimizing exposure to COVID-19). It also shows "Current number of patients waiting: 0" and a red warning: "If this is an emergency, please call 911". At the bottom, under "Our Providers", there are two provider cards: "Jessica Cabodi" (Offline) and "Christopher Chan" (Offline), each with a silhouette icon and a status indicator.

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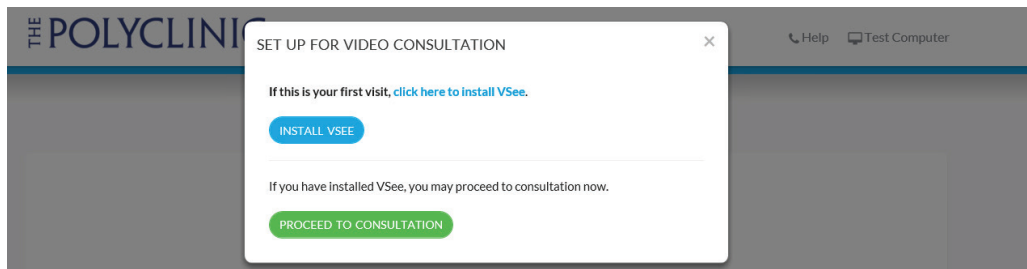
2. Enter your name, check the consent box, and click "CONTINUE"



A screenshot of a web form for setting up a video consultation. It features two input fields: "First Name" and "Last Name", each with a red asterisk indicating a required field. Below these fields is a checkbox labeled "I give my consent to participate in this Telemedicine Consultation." with a blue link. A blue "CONTINUE >" button is positioned at the bottom right of the form.

3. You will be prompted to open VSee. For first time users:

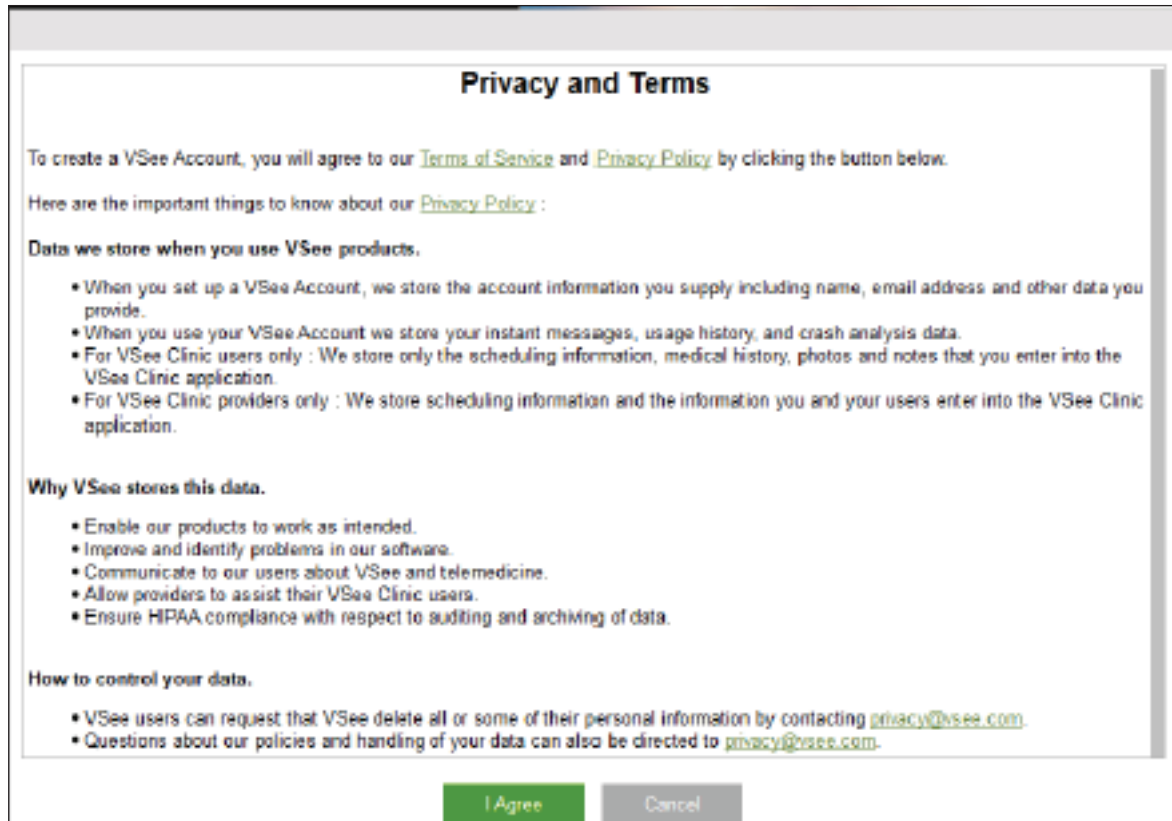
- a. Click "Click here to install VSee" and follow the steps to install the application, test your webcam, sound, and microphone.
- b. Return to The Polyclinic VSee page and click "Proceed to consultation."



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4. Accept the Privacy and Terms. Click "I Agree."



The screenshot shows a dialog box titled "Privacy and Terms". The text inside reads: "To create a VSee Account, you will agree to our [Terms of Service](#) and [Privacy Policy](#) by clicking the button below. Here are the important things to know about our [Privacy Policy](#) :

Data we store when you use VSee products.

- When you set up a VSee Account, we store the account information you supply including name, email address and other data you provide.
- When you use your VSee Account we store your instant messages, usage history, and crash analysis data.
- For VSee Clinic users only : We store only the scheduling information, medical history, photos and notes that you enter into the VSee Clinic application.
- For VSee Clinic providers only : We store scheduling information and the information you and your users enter into the VSee Clinic application.

Why VSee stores this data.

- Enable our products to work as intended.
- Improve and identify problems in our software.
- Communicate to our users about VSee and telemedicine.
- Allow providers to assist their VSee Clinic users.
- Ensure HIPAA compliance with respect to auditing and archiving of data.

How to control your data.

- VSee users can request that VSee delete all or some of their personal information by contacting privacy@vsee.com.
- Questions about our policies and handling of your data can also be directed to privacy@vsee.com.

At the bottom of the dialog box are two buttons: "I Agree" (highlighted in green) and "Cancel".

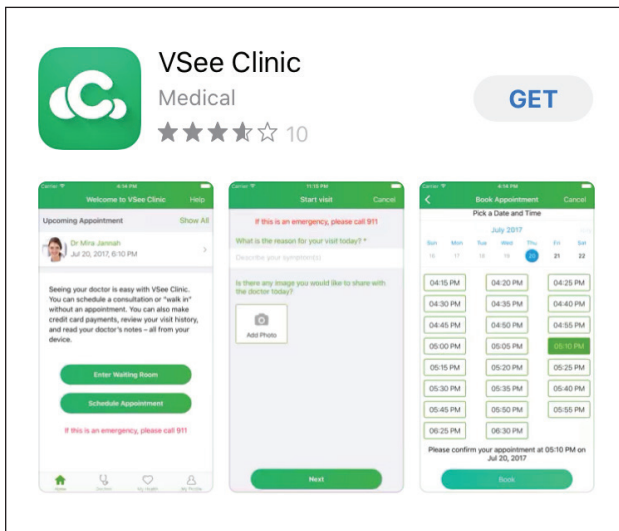
5. The video call will launch. Your provider will join the visit shortly.
6. If you experience issues installing VSee, Click "Help" for VSee support information.

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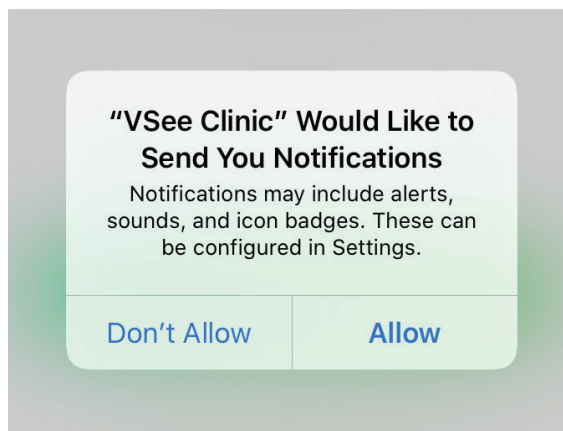
Set Up Instructions

Using a smartphone or tablet:

1. Download and install the “VSee Clinic” app (it is free). Be sure to download VSee Clinic, other VSee apps such as Vsee Messenger or VSee Waiting Room.



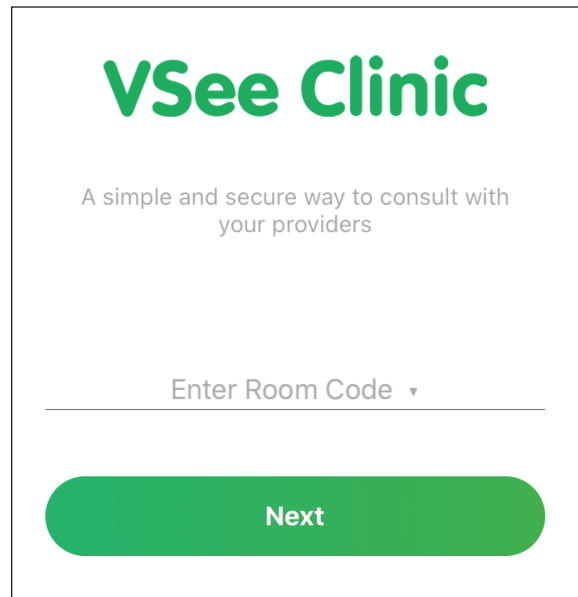
2. The first time you download the app, you will be asked to enable notifications. Click “Allow.”



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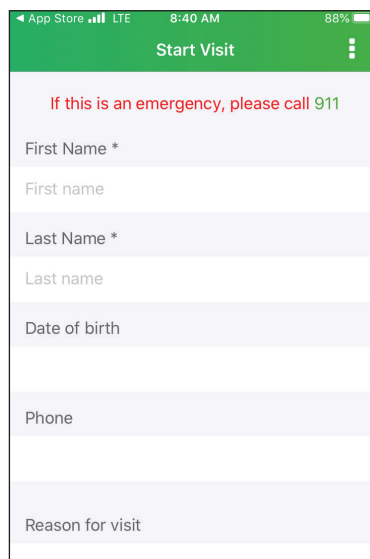
Set Up Instructions

3. Enter the clinic using the room code that our service representatives provide you on the phone.



The screenshot shows the VSee Clinic app interface. At the top, the text "VSee Clinic" is displayed in a large green font. Below it, a subtitle reads "A simple and secure way to consult with your providers". A text input field is labeled "Enter Room Code" with a dropdown arrow. At the bottom, there is a prominent green rounded rectangular button with the word "Next" in white text.

4. Enter your first and last name, check the consent box, and click "Enter Waiting Room."

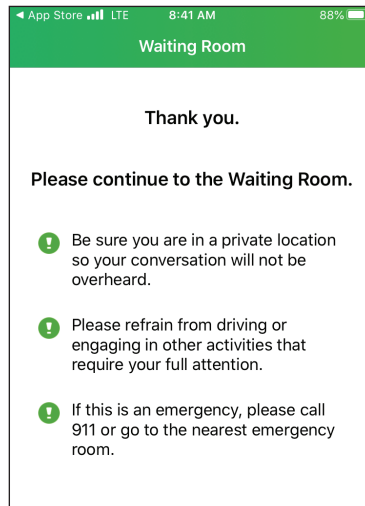


The screenshot shows the "Start Visit" screen in the VSee Clinic app. The status bar at the top indicates "App Store", "LTE", "8:40 AM", and "88%". The screen title is "Start Visit". A red warning message states "If this is an emergency, please call 911". Below this, there is a form with the following fields: "First Name *" (with "First name" below it), "Last Name *" (with "Last name" below it), "Date of birth", "Phone", and "Reason for visit".

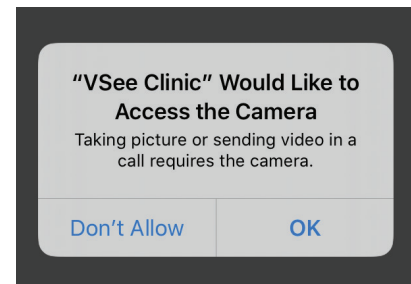
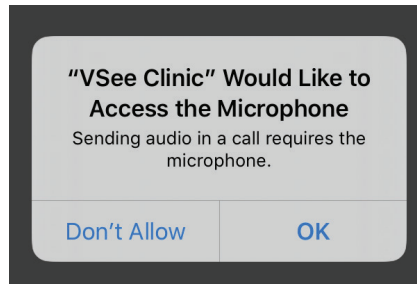
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5. You will be taken to another screen with information for your visit. Click "Enter Waiting Room."



6. **IMPORTANT:** The first time you download the app, you will be asked to allow access for your microphone and camera. Click "Ok" for both prompts. If you click "Don't Allow", the video visit will not work.



7. The video call will launch. Your provider will join the visit shortly.

Technical Support

If you are experiencing technical issues with VSee, please call 844-852-9225, Monday - Friday 7 am - 7 pm or Saturday - Sunday 8 am - 5 pm.