TELEHEALTH PATIENT USER GUIDE

# Joining Your Call

BEFORE YOUR TELEHEALTH CALL

- High speed internet or cellular data is required for video appointments. You can check your home internet speed and browser compatibility by clicking **here**.

- Supported devices include Android tablets, iPads, Android smart phones, and Apple iPhones.

- Ensure you have one of the following browsers set as the default browser on your device: Microsoft Edge, Firefox, Google Chrome, or Safari. **Note: Internet Explorer is not supported.**

- In all cases, ensure your device is video capable.

- Please contact 1-866-459-8177 to arrange for a test call prior to your initial Telehealth appointment.

HOW TO JOIN THE CALL

1. You will receive a meeting invitation directly to the email you provided your Health Care Provider.

2. Click **'Join In'**.

3. Type in your name.

4. Click **'Join Meeting'**. You can join the meeting no more than 15 minutes before the scheduled meeting time. This is strongly encouraged to allow you time to contact support if you are having technical difficulties. If it is not time for the meeting, you will see **'Meeting Not Found'**.

5. For technical support contact virtualcaresupport@nlchi.nl.ca or call 1-866-459-8177.
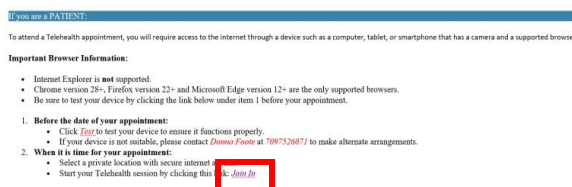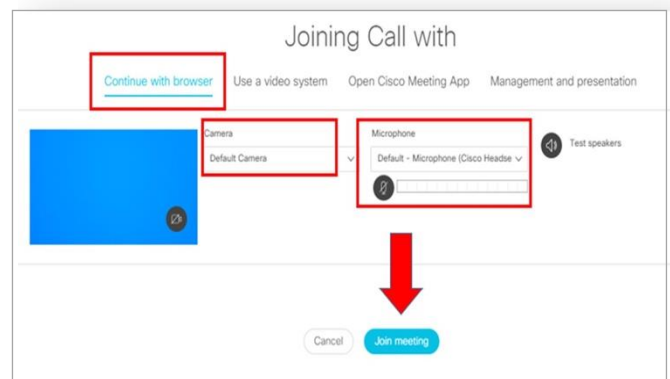
AUDIO/VIDEO OPTIONS

To select or change audio/video options:

1. Select video options from the **'camera'** drop down menu.

2. Select audio options from the **'microphone'** drop down menu.

3. If using a headset, choose the speaker and microphone for that headset.

4. Click **'Join Meeting'**.

HOW TO LEAVE THE CALL

1. Click the **'Leave Meeting'** icon.

2. Note: Leaving the meeting does not end the call.

3. The call will end once all participants have left.

Note: Changing audio/visual settings during a call can create audio feedback/visual disturbance.

If you encounter disturbance, please leave and rejoin the call.

MENU OPTIONS/ICONS

Several menu options appear during a call. These icons may become hidden during the call; click in the call window to have icons reappear. Scroll mouse over each icon to view menu option name. Below is a list explaining the function of each menu icons.

Video – enables/disables your video capability. If your video capability is on, click this button to disable your video (button will turn red). Click this icon again to resume video.

Media Settings – allows you to adjust video/audio settings during the call. Note that changing these settings during the call may cause visual/audio disturbance. If you encounter disturbance, please leave and rejoin the call.

Microphone – will mute/unmute your audio. Please note that although other participants cannot hear you while you are muted, they may still be able to see you.

Participant – will allow you to see the participants who are on the call. The number in the circle will identify how many participants are on the call.
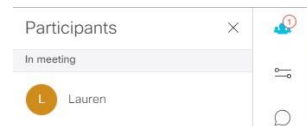
Chat – will allow you to chat with other participants during the call. There will be a **red** dot on the 'Chat' icon if you have a message waiting.

Layouts – will provide you with various options for your call window layout. Click on the desired layout for the call.