Patient Webex Telehealth Home Visits Workflow

Introduction

Patients attending a telehealth appointment via home computer, smartphone, or tablet should use the following document to connect with their provider.

Note: As with an in-person office visit, family members or caregivers may join your Telehealth at Home visit. The provider will ask for your verbal consent, and then you may provide family members or caregivers with the link to the session provided to you.

- Need help getting started on your computer? Click Here
- Need help getting started on your iOS device (iPhone or iPad)? Click Here
- Need help getting started on your Android device (phone or tablet)? Click Here

## Using your Computer to connect to your Telehealth appointment
Your computer must have a working webcam and internet connection. Google Chrome is the preferred web browser.

1. Open email received from Marshfield Clinic Health System Care Team.
2. Click link provided in your email. Example:
   https://marshfieldclinic.webex.com/meet/providerlastname.firstname
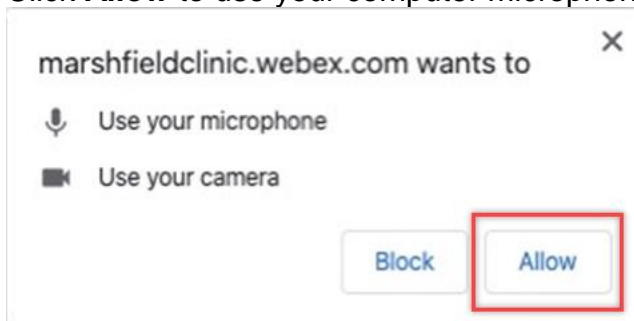3. Click **Join from your browser**.

Install the Cisco Webex Meetings app and start collaborating.

Having trouble downloading the app? Join from your browser.
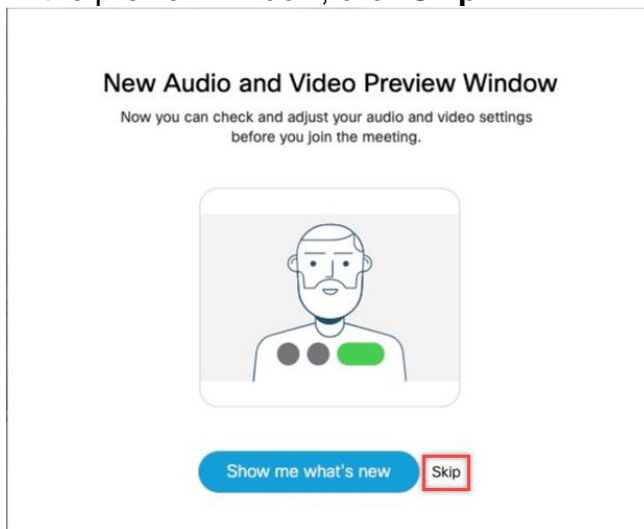
4. Enter **First Name, Last Initial**.
5. Enter **Email Address**.
6. Click **Next**.
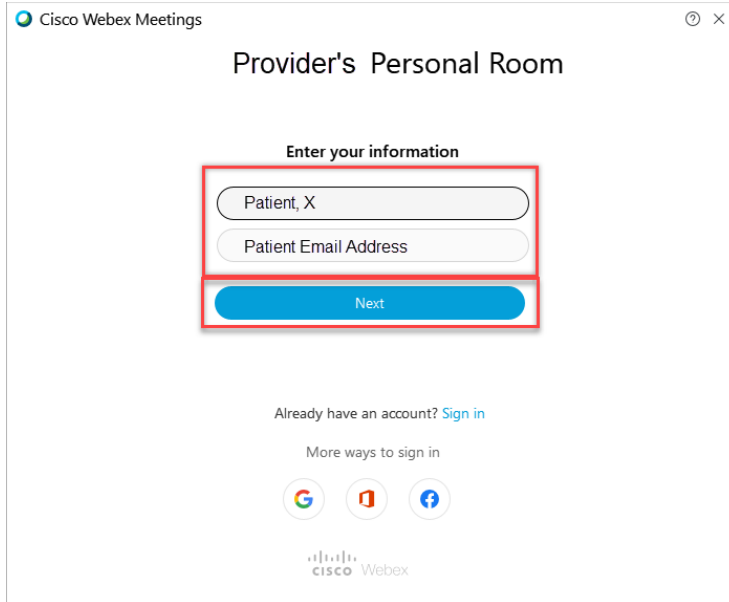
7. Click **Allow** to use your computer microphone and camera.
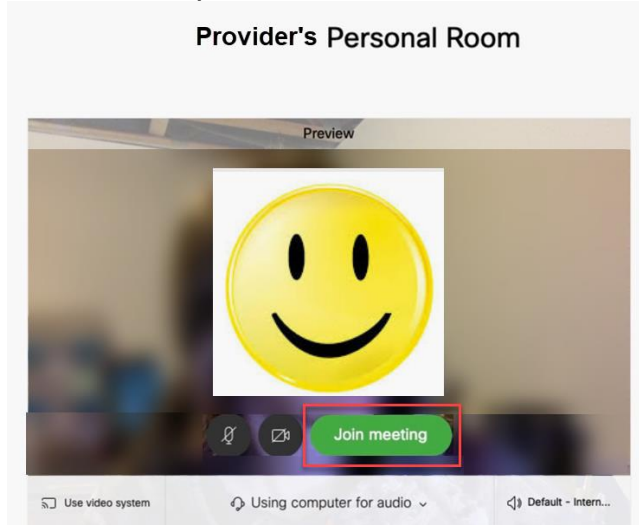

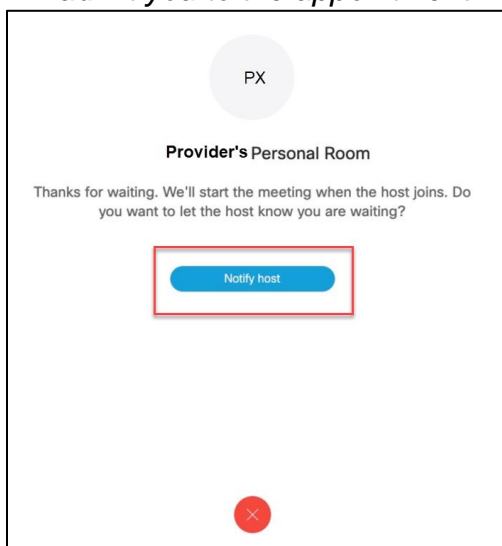8. In the preview window, click **Skip**.

9. A preview of your video feed will show, click **Join Meeting**.

Note: If Microphone and Camera icons are red, they are off; click the icons to turn on.

10. To let the provider know you are ready, click **Notify host**.
    Note: You may be prompted to enter a security code. When the provider is ready, they will admit you to the appointment.

11. Tap and to turn on Microphone and Camera.
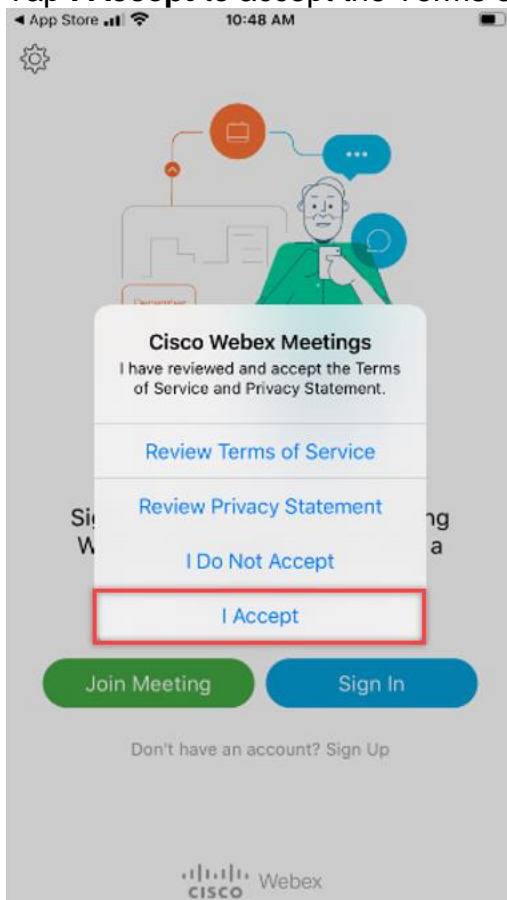   *Note: If Microphone and Camera icons are red, they are off.*

12. When finished with your appointment, click **Leave meeting**.

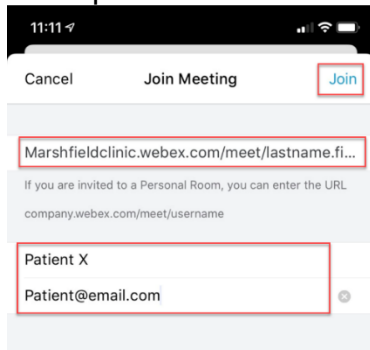## Using your iOS device (iPad or iPhone) to connect to your Telehealth appointment
You must have an internet connection. Message and Data Rates may apply.

1. From your device, click here.
2. Find **Cisco Webex Meeting** app 🔵 and tap **GET**.
3. Enter your Apple ID credentials.
4. Open **Webex** app.
5. Tap **I Accept** to accept the Terms of Service and Privacy Statement.
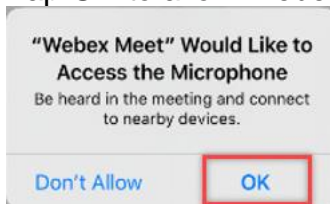
6. Tap **Join Meeting**.
7. Copy and paste, or type, the meeting URL provided in the email. Example: *marshfieldclinic.webex.com/meet/providerlastname.firstname*
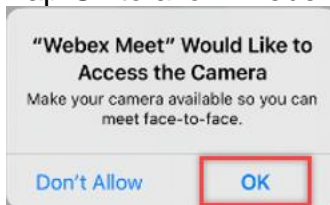
8. Enter your **First Name** and **Last Initial**.
9. Enter your **Email Address**.
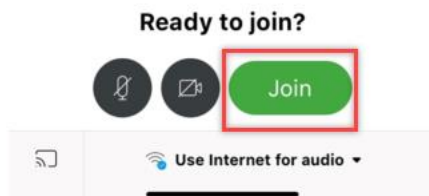10. Tap **Join.**

11. Tap **OK** to allow Webex Meet to access your Microphone.

12. Tap **OK** to allow Webex Meet to access your Camera.

13. Tap 🎤 and 📷 to turn on Microphone and Camera.
    Note: If Microphone and Camera icons are red, they are off.
14. Video preview will show. Tap **Join**.

15. When the provider is ready, they will admit you to the appointment.

16. When finished with your appointment, click **Leave meeting**.

Using your Android phone or tablet to connect to your Telehealth appointment
**You must have an internet connection. Message and Data Rates may apply.**

1. From your device, click here.
2. Find **Cisco Webex Meeting** app ⊙ and tap **Install**.
3. Open the **Webex** app.
4. Tap **ACCEPT** to accept the Terms of Service and Privacy Statement.
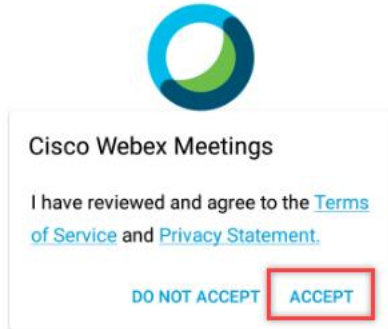

5. Webex Meetings window displays. Tap **OK**.
6. Tap **Allow** to allow Webex Meet to record audio.
   Note: No part of any Telehealth visit will be recorded.
7. Tap **Allow** to allow Webex Meet to make and manage phone calls.
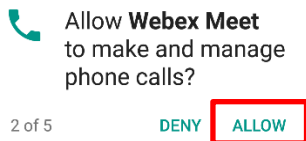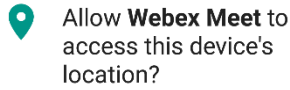

8. Tap **Allow** to allow Webex Meet to take pictures and record video.
   Note: No part of any TeleHealth visit will be recorded.
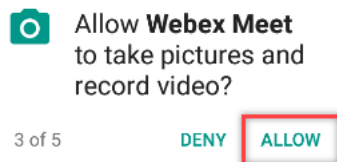
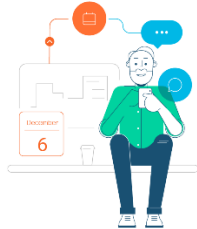9. Tap **Deny** or **Allow** to allow Webex Meet to access contacts.
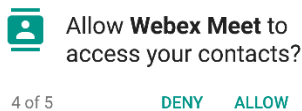
10. Tap **Allow** to allow Webex Meet to access device location.

Allow **Webex Meet** to access this device's location?

5 of 5   DENY   ALLOW

11. Tap **JOIN MEETING**.

See all of your upcoming Webex meetings and easily schedule one on the go.

JOIN MEETING   SIGN IN

Don't have an account? Sign up.

CISCO Webex

12. Copy and paste, or type, the meeting URL provided in the email. Example: *marshfieldclinic.webex.com/meet/providerlastname.firstname*
13. Enter your **First Name** and **Last Initial**.
14. Enter your **Email Address**.
15. Tap **JOIN.**

Join Meeting   JOIN

arshfieldclinic.webex.com/meet/lastname. ×

If you are invited to a Personal Room, you can enter the URL.
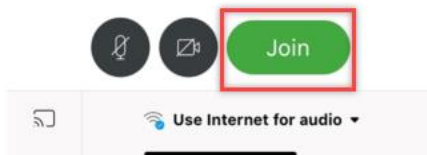
company.webex.com/meet/**username**

Patient X

Patient@email.com

16. Tap 🎤 and 📷 to turn on Microphone and Camera.
    Note: If Microphone and Camera icons are red, they are off.
17. Video preview will show. Tap **Join**.

Ready to join?

Join

Use Internet for audio ▾

18. When the provider is ready, they will admit you to the appointment.

19. When finished with your appointment, click **Leave meeting**. ✕