

'SK Virtual Visit' Provider Mobile APP User Guide



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1. 'SK Virtual Visit' Provider Mobile APP Overview

Besides the dedicated SK Virtual Visit webapp available at <https://virtualvisit.saskatchewan.ca/>, healthcare providers may use the '**SK Virtual Visit**' **Mobile APP** to access and conduct:

- 'Video Meetings' – scheduled or on-demand
- 'Phone Meetings' – on-demand
- 'Patient Consultations' – scheduled

Prior to using the SK Virtual Visit Mobile APP, virtual clinic care team members must first:

- Request a SK Virtual Visit Account
- Be invited by email to join a virtual clinic
- Create their account on the web using a desktop or laptop computer
- Join the virtual clinic they are invited to



User Guide Overview

This document covers the features of the 'SK Virtual Visit'
Mobile APP only.

Get the entire 'Provider User Guide' here:

[Clinic User Training Guides](#)

The screenshots in this guide might exhibit slight variations compared to what you observe on your mobile device, because of differences in device design and screen resolution. Nevertheless, the functionality remains consistent across all devices, ensuring the same user experience, regardless of your chosen device.

2. Access 'SK Virtual Visit' as a Clinic Care Team Member

NOTE: the steps in this section must take place on the web using a laptop or computer



Request a SK Virtual Visit Account

Note: Clinic user accounts with 18 months of inactivity will be deactivated

- ❑ Complete the applicable online Account Request Form

*You will need to identify your virtual clinic(s). A **virtual clinic** is a set group of individual user accounts with a common patient set and specialty.*

Virtual clinics are identified using existing clinic, department, or program structures.

SHA Users:

[SHA 'SK Virtual Visit' Account Request Form](#)

SCA, SMA, ISC/FN or Other Users:

[SCA, SMA, ISC/FN or Other 'SK Virtual Visit' Account Request Form](#)

Create Your Account and Become Part of a Virtual Clinic on the web using a desktop or laptop computer

Once access has been approved and granted, you will receive an email invitation to create your SK Virtual Visit account.

- If you have not received the email, please contact your HSP Lead
- Review your email, paying special attention to the 'Note', then tap on “[click this link](#)” under 'Get Started'

HealthBuddy: Invitation to join our clinic on the SK Virtual Visit Portal

You have been invited to join HealthBuddy via the SK Virtual Visit App.

Get Started

Please [click this link](#) to join HealthBuddy.

After you accept your invite, you will be able to provide services in SK Virtual Visit for HealthBuddy:

- **Scheduling:** Care provider schedules are set when they are accepting consultations virtually, physically, or both, as well as the time interval in which they wish to allocate for each patient. Patients can then book appointments on-line with a care provider's schedule. Note: this is configurable for each clinic and is set to "off" by default. Contact your SK Virtual Visit representative if you wish to turn this on.
- **Patients:** Invite patients by sending them a link through email and/or text message. If you don't have this information, you can give them a unique code. Patients use this link or code to be added to your clinic.
- **Connect:** Chat with your patients via chat, audio, or video!

Note

The link above is a one time registration link and will not work after you complete registration. If you'd like to get back to the website, go to [the login page](#). We recommend bookmarking this page for future reference.

Need Assistance?

If you have any questions or concerns, feel free to contact your SK Virtual Visit representative or email virtualvisit@ehealthsask.ca for support.

Create Your Account

You should navigate to the 'SK Virtual Visit' Portal Welcome Page

- ❑ Click '**I Don't Have an Account**'

Note: Only one account is required, however you may join multiple virtual clinics. You will receive a separate invitation email for each clinic you are associated with and invited to join.

After creating your account from the link within the first invitation email, tap '**click this link**' in each subsequent email, then '**I Have an Account**'. Log in with the username and password you used to create your account. You will then be joined with the additional clinic. Complete this step for each clinic you are invited to.

Saskatchewan Combined Clinic

You Have Been Invited to Join a Clinic.

Do you have an account?

If you are the creator of this clinic and have not signed up for an account yet, please select "I Don't Have an Account."

I Have an Account

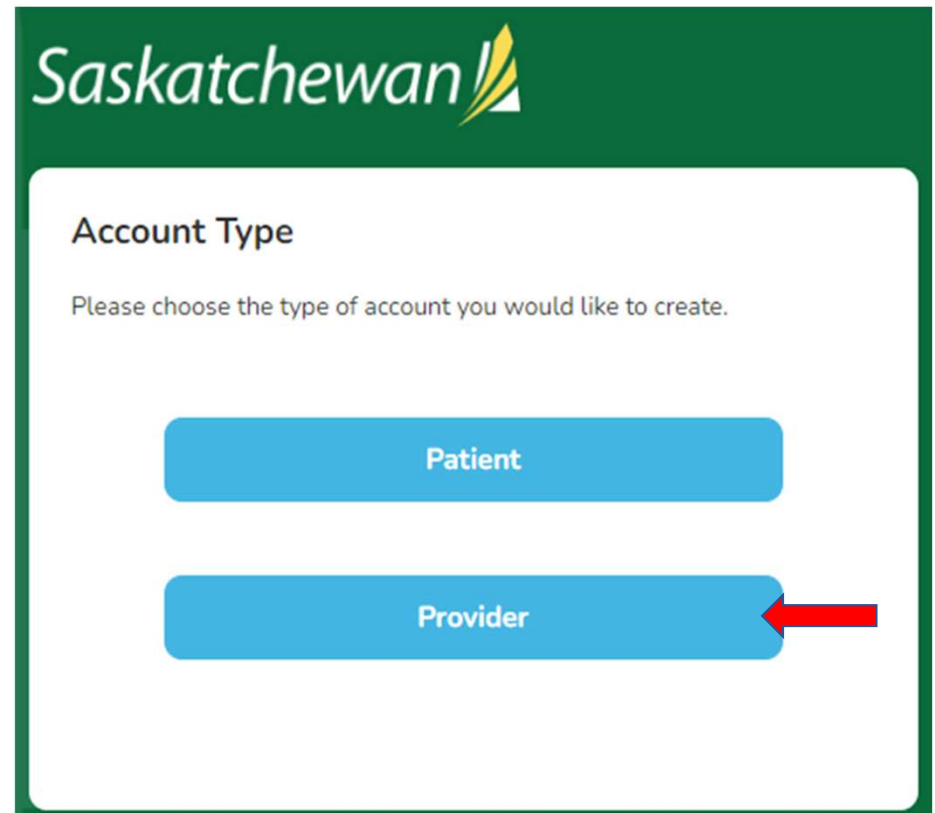
I Don't Have an Account

Create a 'Provider' Account

In some rare instances you may be presented with a screen asking you what kind of account you want to create – Patient or Provider.

If you see this screen...

- Click '**Provider**' and you will be redirected.
(DO NOT click 'Patient')



The screenshot shows the Saskatchewan logo at the top left. Below it, the heading "Account Type" is displayed. Underneath the heading is the instruction "Please choose the type of account you would like to create." There are two blue buttons: "Patient" and "Provider". A red arrow points to the "Provider" button.

Create a 'Provider' Account

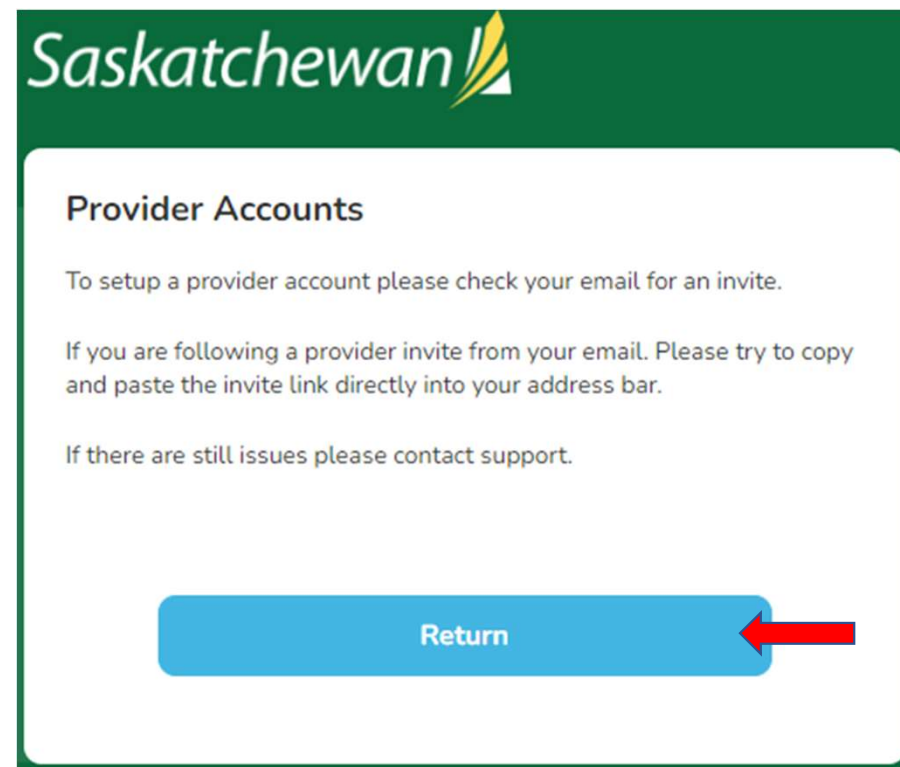
Read the directions, then click 'Return'.

As directed, navigate back to your Welcome email and try '**click this link**' under '**Get Started**' again.

If that does not work...

Copy (Ctrl+c) the '**click this link**' hyperlink from the email and paste (Ctrl+v) into your laptop/ computer browser's address bar. You should be directed to the proper screen.

- Click '**I Don't Have an Account**'



Account Information

- ❑ Enter **your** account information
 - **All fields are mandatory**
 - **'Display Name'** is what your clinic care team and the patients see when they use the system
 - Use your **work email**, as that is your approved email address. These must be unique as they are used as account login identifiers. Do not use a personal email address.
 - Your **mobile number** must be a unique (not shared) cell number, not a landline, as it is used for mandatory two-factor authentication. *Your cell number is never shared with or visible to patients.*

The screenshot shows a registration form for the Saskatchewan Combined Clinic. The form is titled 'Account Information' and includes the following fields:

- First Name ***: A text input field.
- Last Name ***: A text input field.
- Display Name (what patients will see)**: A text input field with the example text 'Dr. Smith'.
- Email ***: A text input field with the example text 'email@example.com'.
- Mobile Phone * (Mobile number is required for 2FA and isn't displayed to patients.)**: A text input field with the placeholder '(XXX) XXX-XXXX'.
- Gender**: A dropdown menu with 'Male' selected.

Choose a Password

- Follow the requirements for choosing a strong, secure password
- Read and agree to the 'Access and Use Policy'
- Click '**Continue**'

Choose a Password

Password

Confirm Password

I have read and agree to the Access and Use Policy

Continue

Password Requirements

- At least 8 characters
- At least 1 capital letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 symbol (*, %, !, etc...)
- Confirmation password matches

YOU ARE NOW READY TO ACCESS YOUR CLINIC !

Click

Go To Your Clinic

Note: Once you create your 'SK Virtual Visit' account, the link in the invitation email you received will no longer work. To access the web Login screen, go to...

<https://virtualvisit.saskatchewan.ca/>

We suggest you bookmark this Login screen for easy access to the platform.

3. Download the
'SK Virtual Visit'
Mobile APP



Download the APP

- ❑ On your mobile device, go to either the Apple App Store or Google Play Store, search for **SK Virtual Visit** and **'Download/Install'**

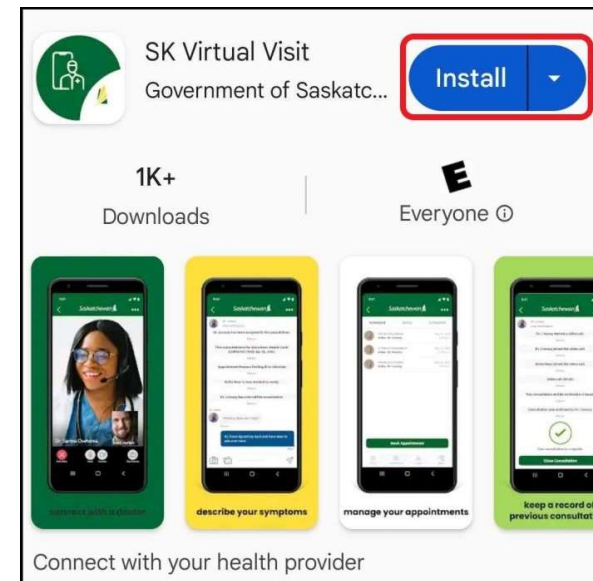
[Apple App Store](#)

for Apple mobile cell phone and tablet products



[Google Play Store](#)

for Android mobile cell phone and tablet products



4. Login to Your Account

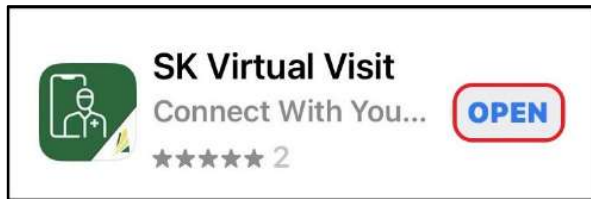


Open the APP

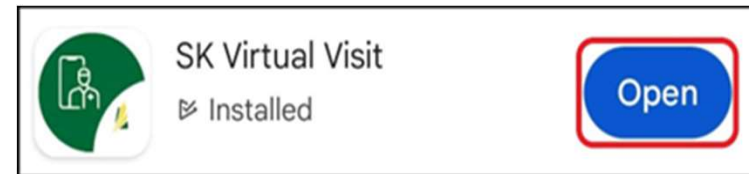
Once downloaded, a **SK Virtual Visit** icon will be placed on your screen.

- ❑ Open the APP by either clicking '**Open**' from the Store OR tap the icon on your screen.

Apple App Store screenshot:



Google Play Store screenshot:



Mobile Device screen icon:



Login to Your Account

Initially, after downloading and first opening the APP, you will see this green screen. *This screen will only appear the first time you use the APP.*

- ❑ Click the 'Log In or Sign Up' button.

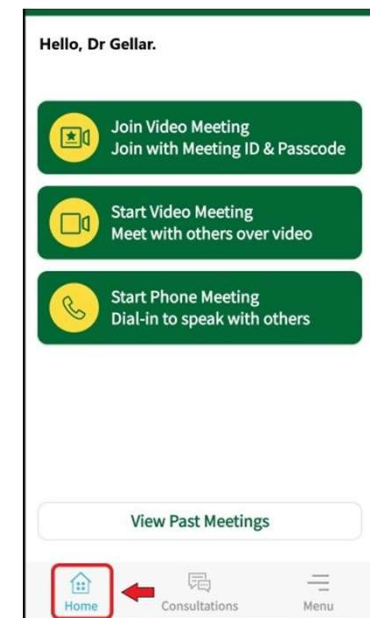


- ❑ Enter your 'SK Virtual Visit' clinic user account login credentials (email address and password), then click 'Login'.



You will be directed to the 'Home' screen.

- ❑ Press 'Home' along the bottom of the screen at any time, to return to the 'Home' screen.



5. Select a Clinic



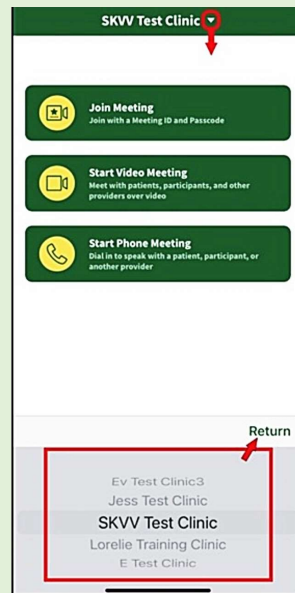
Select Your Clinic

If you are connected with more than one virtual clinic, you must select the clinic you are currently working in.

- ❑ Click the drop-down arrow beside the clinic name at the top of the **Home** screen, then select the right clinic.

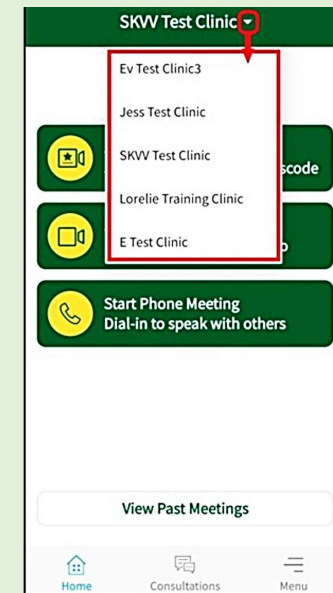
On Apple devices, the selections appear at the bottom of the screen.

- ❑ After making a selection, tap 'Return'.



On Android devices, selections appear at the top of the screen.

- ❑ Simply tap the clinic name to select it.



6. Run the 'Pre-Call Test'



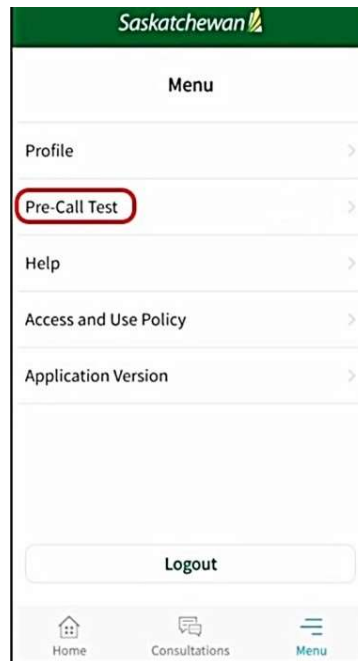
The 'Pre-Call Test'

The Pre-Call Test is a brief 30-second check of your device's camera, microphone and connectivity which you should run each time you log into the 'SK Virtual Visit' Mobile APP (or more often if desired), to ensure everything is working properly on your device before you begin virtual sessions.

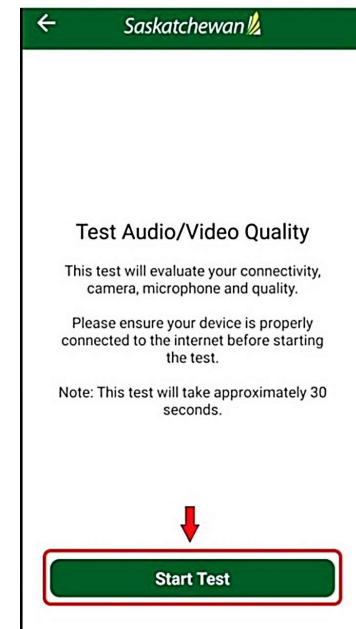
- ❑ On the bottom of the 'Home' screen, click 'Menu'.



- ❑ Select 'Pre-Call Test'.



- ❑ Review the 'Test Audio/ Video Quality' screen, then click 'Start Test'.

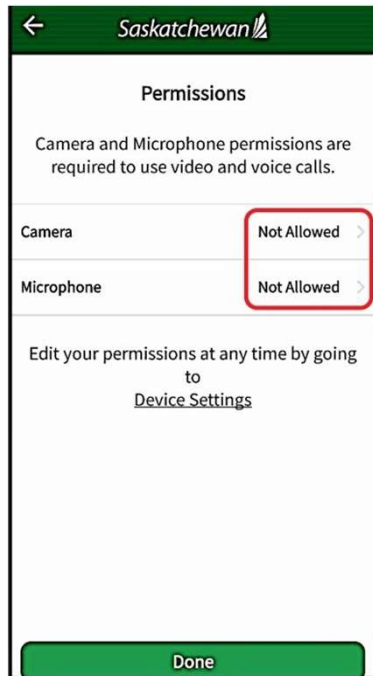


Camera and Microphone Permissions

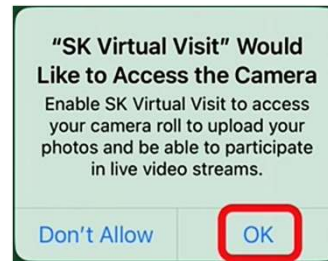
Note: The first time you use the 'SK Virtual Visit' APP and 'Test Audio and Video', you will be prompted for permissions to your camera and microphone.

If you have done this previously, Camera and Microphone should say 'Allowed' and you can skip to the next page.

- ❑ Tap **'Not Allowed'** for each, then either...

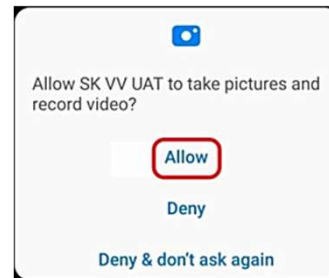


- ❑ **'OK'** on Apple devices

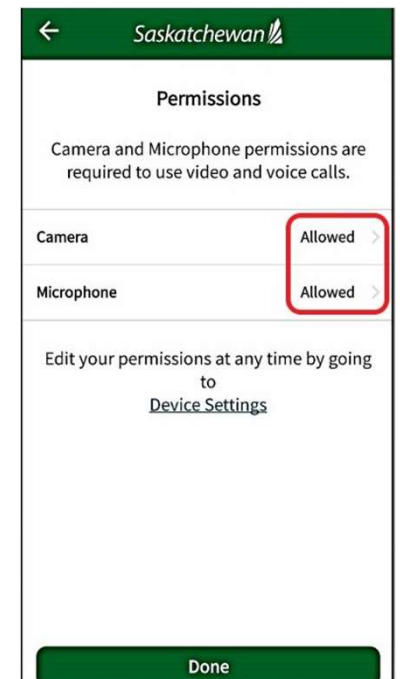


OR

- ❑ **'Allow'** on Android devices



- ❑ Once both Camera and Microphone say **'Allowed'**, click **'Next'** on Apple devices or **'Done'** on Android devices.



The 'Pre-Call Test' Results

The test will proceed. To ensure your camera and microphone are tested properly:



- Put your device on a stable surface
- Speak while the test is running

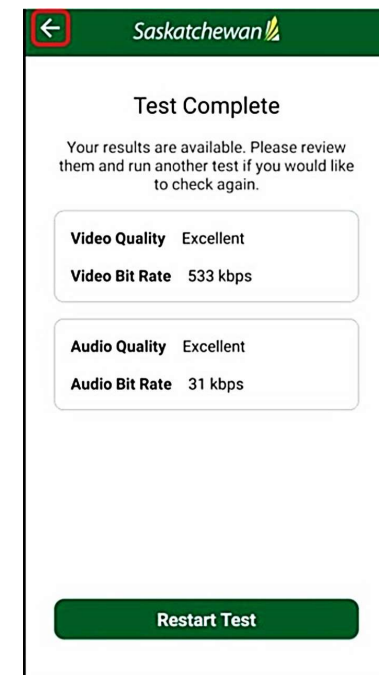


If the test fails or the results are bad:

- Make sure other applications on your device are not using your microphone/camera or close them.
- Double-check your internet connection.
- Make sure your microphone and camera are Enabled/Allowed under your 'Device Settings' for the 'SK Virtual Visit' APP.

After receiving a successful test:

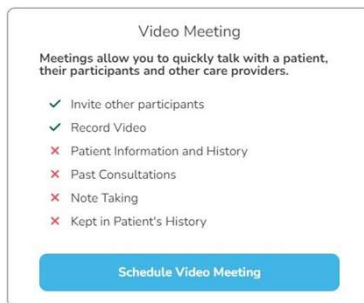
- Click the  (on Apple iOS) or the  (on Android) to return to the 'Menu' screen.
- Press 'Home' along the bottom of the screen, to return to the 'Home' screen.



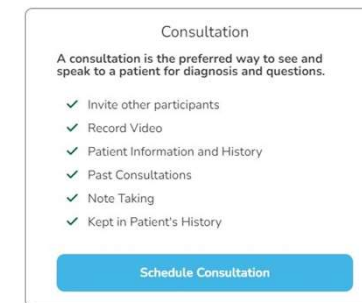
11. 'Meet Now' Video Meetings vs Patient Consultations



'Meet Now' Video Meetings vs Patient Consultations



- Patients/invited participants ***DO NOT*** require a 'SK Virtual Visit' account to join a video meeting.
- Meetings are a way to meet with others (specialists, clinicians, patients, patient's family members or caregivers) via video or phone when patient info and history, past consultations, consultation notes, are not required.
- Meetings can be held immediately or scheduled into the healthcare provider's clinic schedule.
- Meetings will include a video call or, in certain situations, a phone call.
- **Video Meetings:** multiple participants may be invited by a clinic to attend with a meeting ID and passcode.
- **Phone Meetings:** two participants only. The healthcare provider's phone number will not be displayed to the patient.



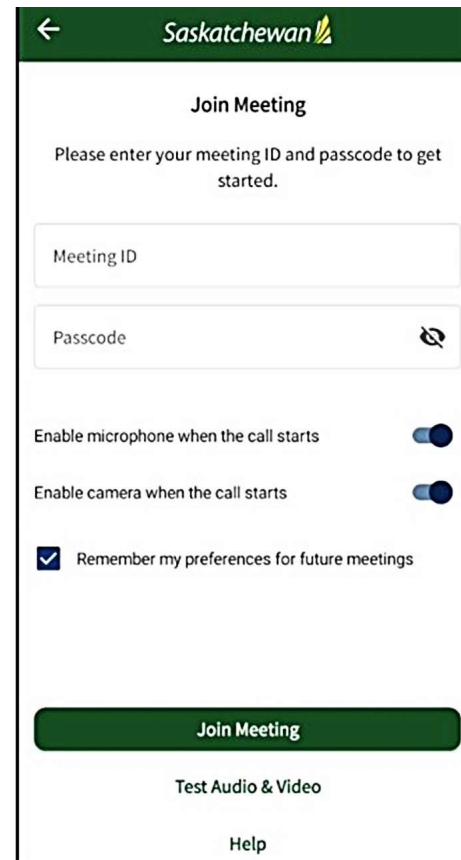
- Patients ***DO*** require a 'SK Virtual Visit' account to join their patient consultation.
- Patients must be invited by the clinic to join the virtual clinic.
- Patient consultations include patient information and history, past consultations, and consultation notes (if entered). This information is saved within the system.
- Patient consultations are always booked into the healthcare provider's clinic schedule.
- Patients may invite up to two guests to their virtual consultations. Invited guests ***DO*** require a 'SK Virtual Visit' account when invited by the patient.
- Healthcare providers may invite multiple guests (specialists, clinicians, patient family members or caregivers) to their patient's virtual consultation as well. Invited guests ***DO NOT*** require a 'SK Virtual Visit' account when invited by the healthcare provider.
- Patient virtual consultations will include a video call or, in certain situations, can include a phone call.

7. Join A Meeting You Have Been Invited to as a Guest/ Participant



Join a Meeting – Step 1


- On the 'Home' screen, click 'Join Video Meeting' and you will be directed to the 'Join a Meeting' screen.





Join a Meeting Screen

- ❑ Manually type in the Meeting ID and Passcode from the information provided in your email.


Please enter your meeting ID and passcode to get started.


Meeting ID 

Passcode  

- ❑ **Enable** your 'microphone and camera' and **check** 'Remember my preferences for future meetings'.

Note: Always Enable/Allow your microphone and camera whenever prompted while using SK Virtual Visit.

Enable microphone when the call starts 

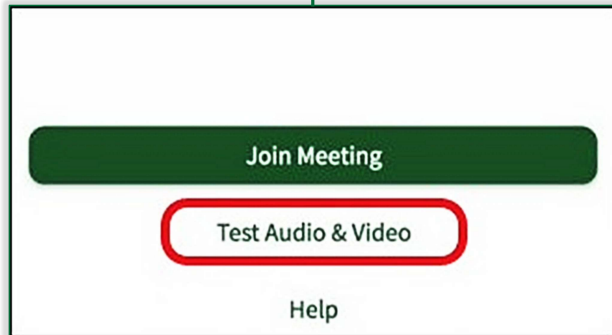
Enable camera when the call starts 

Remember my preferences for future meetings

Test Audio & Video Before Joining a Meeting

If you did not run the 'Pre-Call Test, it is recommended that you test your audio and video equipment here, prior to joining the meeting.

- Click '**Test Audio and Video**' near the bottom of the '**Join a Meeting**' screen.



- Continue with the instructions above under section, '**Run the Pre-Call Test – Pages 23-25**'.

Audio & Video Test Results



☐ Click 'Start Test' →

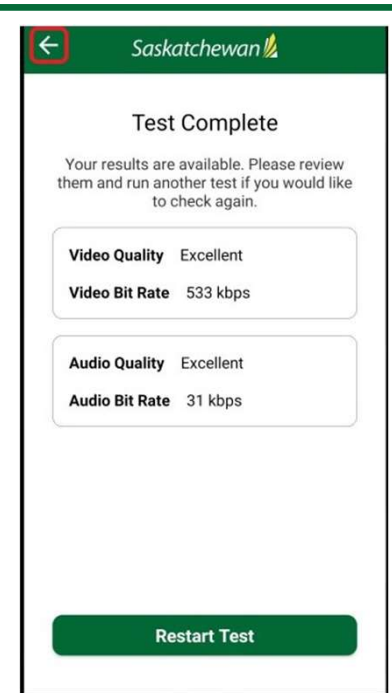
Start Test

If the test fails or the results are unsuccessful:

- Make sure other applications on your device are not using your microphone/camera or close them.
- Double-check your internet connection.
- Make sure your microphone and camera are Enabled/Allowed under your 'Device Settings' for the 'SK Virtual Visit' APP.

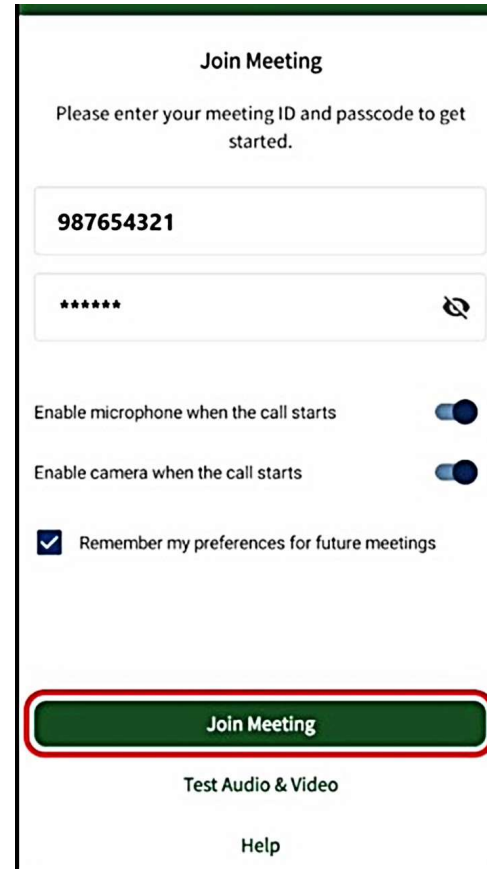
After receiving a successful test:

- Click the  (on Apple iOS) or the  (on Android) to return to the 'Join a Meeting' screen.



Join a Meeting

- ❑ When ready to join your video meeting, click **'Join Meeting'** on the **'Join a Meeting'** screen.



The screenshot shows a mobile application interface for joining a meeting. At the top, the title "Join Meeting" is centered. Below it, a prompt reads "Please enter your meeting ID and passcode to get started." There are two input fields: the first contains the meeting ID "987654321", and the second contains a masked passcode "*****" with a clear icon on the right. Below the input fields are two toggle switches: "Enable microphone when the call starts" and "Enable camera when the call starts", both of which are currently turned on. A checked checkbox is next to the text "Remember my preferences for future meetings". At the bottom of the screen, there are three buttons: "Join Meeting" (highlighted with a red rounded rectangle), "Test Audio & Video", and "Help".

Gaining Admittance into the Meeting

If you are an invited participant **from outside** of the host's virtual clinic, you will have to wait for the meeting host, or another member of their virtual clinic, to '**Admit**' you into the meeting.

Once admitted, you will enter the video meeting.

Please wait, the meeting host will let you in soon



Once the host lets you in, you will be entered into the meeting.

If you are a care team member who **is part** of the host's virtual clinic, you do not need to be 'admitted' but will automatically enter the video meeting.

If you are declined entry, you will receive this message.
If this is a mistake, you may attempt to join the meeting again.

Admission Declined

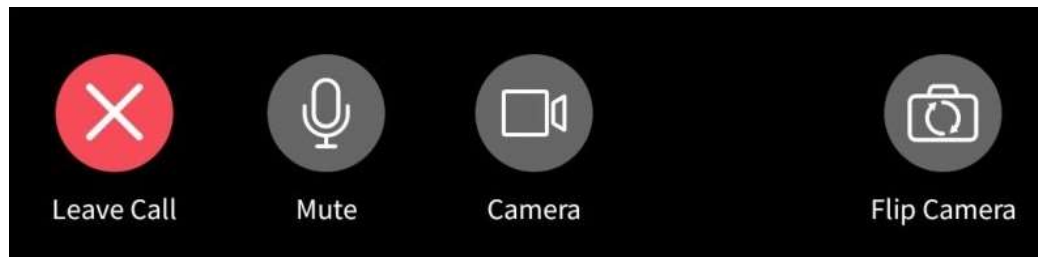


The host has declined to allow you into this meeting.

Features in the Video Meeting

Along the bottom of the video screen, you will see the following features:

- X - Leave Call (*leave the video*)
- Mute/Unmute (*own audio*)
- Camera (*turn own video off/on*)
- Flip Camera (*flip camera front/back*)



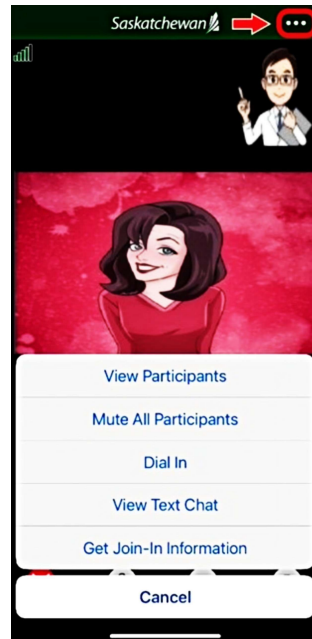
Features in the Video Meeting

At the top-right of the video screen, there are **3 dots**. Click the 'three dots', to see additional features.

The features available to you will depend on whether you are a member of the meeting host's virtual clinic or are from outside of their virtual clinic:

- View Participants (*a list of participants in the video chat – feature is seen by ALL*)
- Mute All Participants (*available to video host and other members of the host's virtual clinic*)
- Dial In (*dial participants in by phone to video chat – available to host and other members of the host's virtual clinic*)
- View Text Chat (*feature is seen by ALL*)
- Get Join-In Information (*meeting link info – available to video host and other members of the host's virtual clinic*)

Participants Who Are Part of the Host's Virtual Clinic:



Participants from Outside the Host's Virtual Clinic:



Leave the Video Meeting

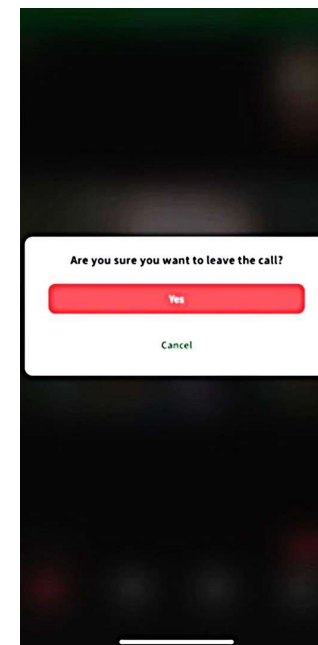
❑ To leave the video meeting, tap the **'X Leave Call'** button.

If you are a care team member who is part of the host's virtual clinic, you have two options to choose from:

- **'Leave Call'** - leave the video and re-enter it (as long as the video is still active and they are allowed re-entry).
- **'End Call For All'** - ends the video meeting for everyone (*available to host and members of the host's virtual clinic*).

If you are an invited participant from outside of the host's virtual clinic, you will only be able to **'Leave Call'**.

❑ Tap **'Yes'** to confirm.



8. Start an 'On-Demand' Video Meeting

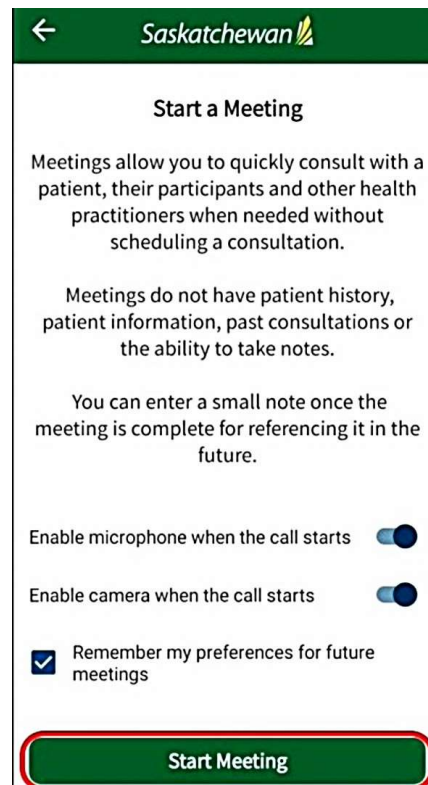


'On-Demand' Video Meetings

- ❑ On the 'Home' screen, click 'Start Video Meeting'.



- ❑ Review the information, then...



- Enable your microphone
- Enable your camera
- Check whether to remember these preferences for future meetings (optional)
- Click 'Start Meeting'.

The Meeting 'Join-In Information'

The '**Meeting Join-In Information**' screen will appear. If you are inviting others to attend this video meeting and have not already sent them the '**Join-in Information**' (quick link, Meeting ID and Passcode), you may do so now. *These participants will not be required to have an account with SK Virtual Visit but can simply join by clicking a quick link in the email you send them.*

Note: You can also access the '**Join-In information**' at any time during the meeting, by clicking the '**3 dots**' on the top-right of the screen, then selecting '**Get Join-In Information**'.

- '**Copy Invite Link**' allows you to choose any email platform. The appointment/ meeting info includes meeting quick link only and will have to be 'pasted' into the body of the email before being sent.
- '**Copy Invitation**' allows you to choose any email platform. The appointment/ meeting info, which includes the meeting quick link, Meeting ID and Passcode, will have to be 'pasted' into the body of the email before being sent.
- '**Send Invitation by Email**' uses your device's default email platform to send the 'Join-in Information'. The appointment/meeting info, which includes the meeting quick link, Meeting ID and Passcode, will automatically generate into the body of the email.
- '**Cancel**' removes the 'Meeting Join-In Information' screen and takes you into the video.

Meeting Join-in Information

Unique Link and Meeting Information

[https://uat.saskvirtualhealth.ca/app/jj/59721002297?
pwd=D6JGCJ](https://uat.saskvirtualhealth.ca/app/jj/59721002297?pwd=D6JGCJ)

Meeting ID: 59721002297
Passcode: D6JGCJ

Copy Invite Link **Copy Invitation**

Invite Participants via Email

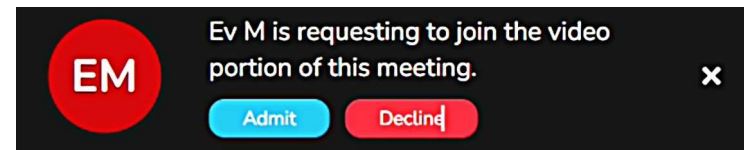
Send Invitation via Email

Cancel



Invited Participants to a Video Meeting

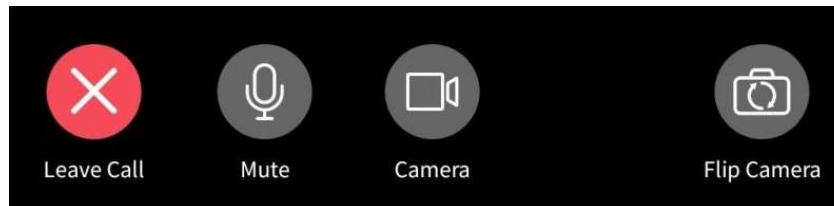
- Invited participants who are part of your virtual clinic, will automatically enter the video meeting.
- Invited participants from outside of your virtual clinic, will have to be '**Admitted**' by you (the meeting host). Once admitted, they will enter the video meeting.
- Anyone you decline will receive this message. If you declined them by mistake, they are able to go back to their email, click the meeting 'https quick link' and attempt to re-join the meeting, where you will again be prompted to Admit or Decline them.



Features in the Video Meeting

Along the bottom of the video screen, you will see the following features:

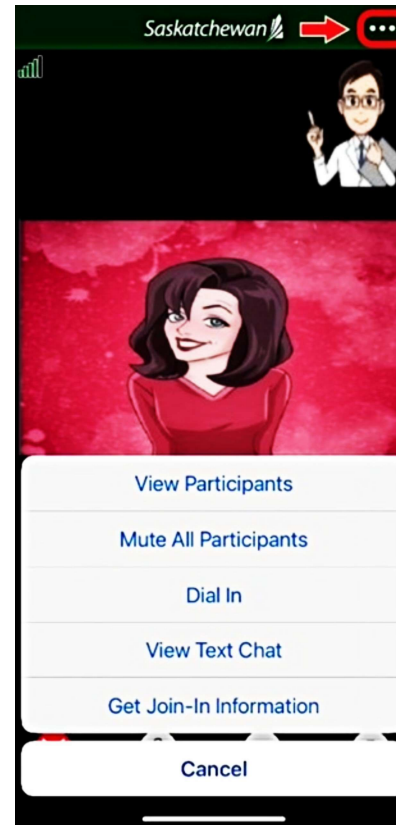
- X - Leave Call (*leave the video*)
- Mute/Unmute (*own audio*)
- Camera (*turn own video off/on*)
- Flip Camera (*flip camera front/back*)



Features in the Video Meeting

At the top-right of the video screen, there are **3 dots**.

- ❑ Click the '**three dots**', to see additional features...
 - View Participants (*a list of participants in the video chat – feature is seen by ALL*)
 - Mute All Participants (*available to video host and other members of the host's virtual clinic*)
 - Dial In (*dial participants in by phone to video chat – available to host and other members of the host's virtual clinic*)
 - View Text Chat (*feature is seen by ALL*)
 - Get Join-In Information (*meeting link info - available to video host and other members of the host's virtual clinic*)

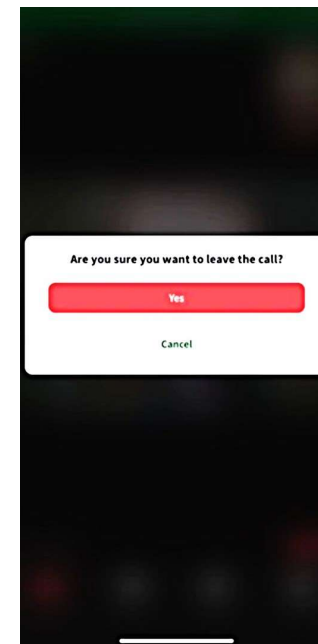


Leave the Video Meeting

- ❑ To leave the video meeting, tap the '**X Leave Call**' button.

You have two options to choose from:

- '**Leave Call**' - leave the video and re-enter it (as long as the video is still active and they are allowed re-entry).
 - '**End Call For All**' - ends the video meeting for everyone (*available to host and members of the host's virtual clinic*).
- ❑ Tap '**Yes**' to confirm.

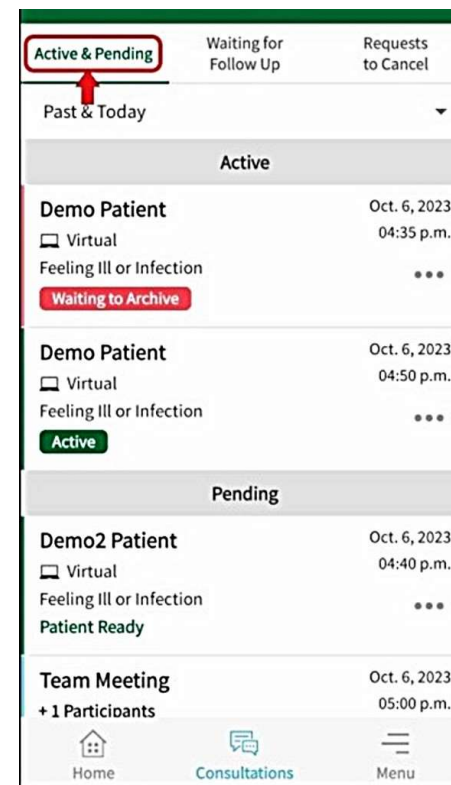


9. Start a 'Scheduled' Video Meeting



'Scheduled' Video Meetings

- On the bottom of the 'Home' screen, click 'Consultations'. You will be directed to the 'Active and Pending' screen, which lists both your scheduled Video Meetings and/or Patient Consultations.

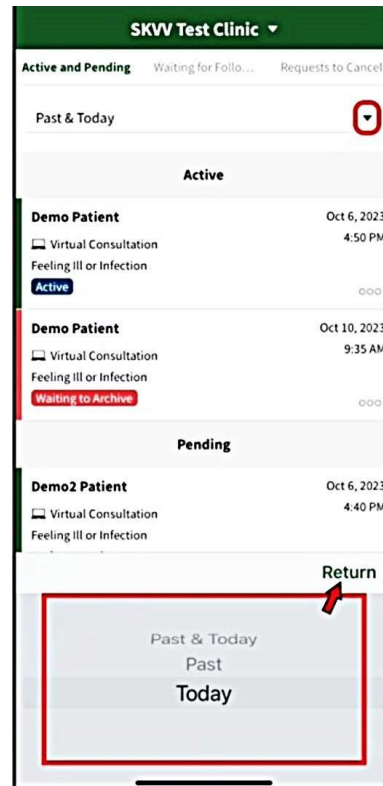


'Scheduled' Video Meetings

- ❑ You have the options to see scheduled appointments for 'Past & Today', 'Today', or 'Past' by clicking the drop-down arrow near the top of the screen.

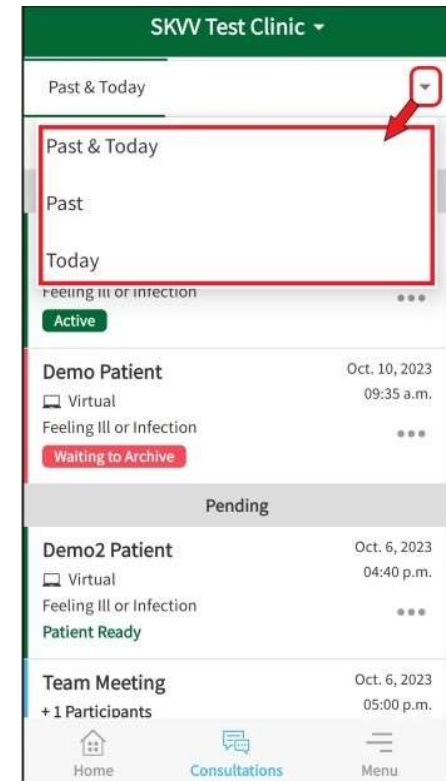
On Apple devices, the selections appear at the bottom of the screen.

After making a selection, tap 'Return'.



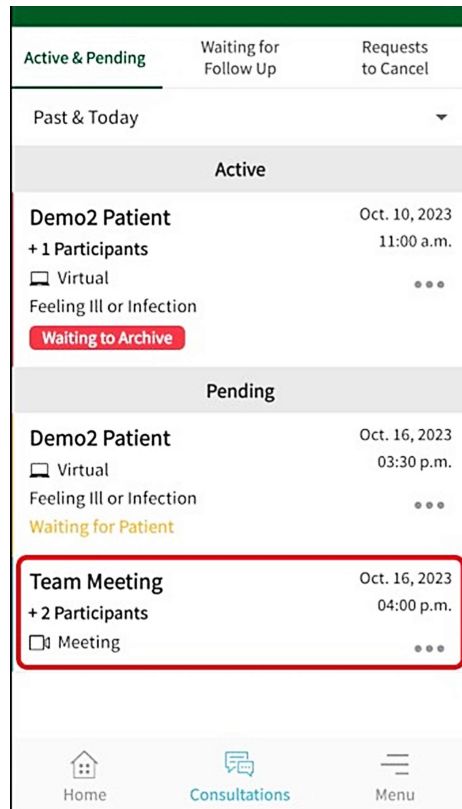
On Android devices, selections appear at the top of the screen.

Simply tap on one to select it.



Locate Your Video Meeting

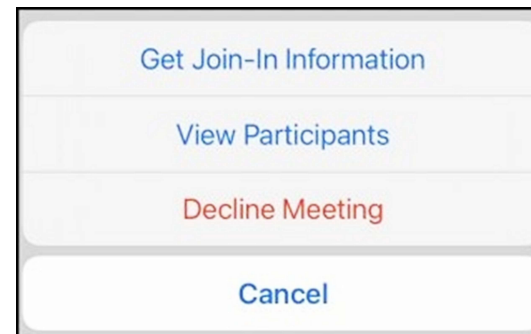
- ❑ Locate your meeting.



Within the meeting frame, there are 3 dots...

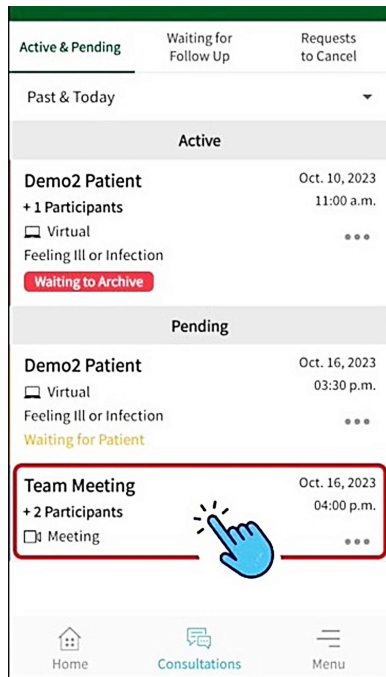


- ❑ When you tap the '3 dots', you will see options, such as:
 - Get Join-In Information (*info to send to guests being invited to attend*)
 - View Participants (*those who are invited to this meeting*)
 - Cancel/Decline Meeting (*'Cancel' if you are the host or admin; 'Decline' if you are an invited participant or their admin*)



Enter Your Video Meeting

- ❑ When ready to enter and start, **find and tap onto** your meeting on the 'Active & Pending' screen.



- ❑ Review the screen, then click '**Start Meeting**' when ready to begin. Ensure you '**Enable/Allow**' your microphone and camera, whenever prompted to do so.



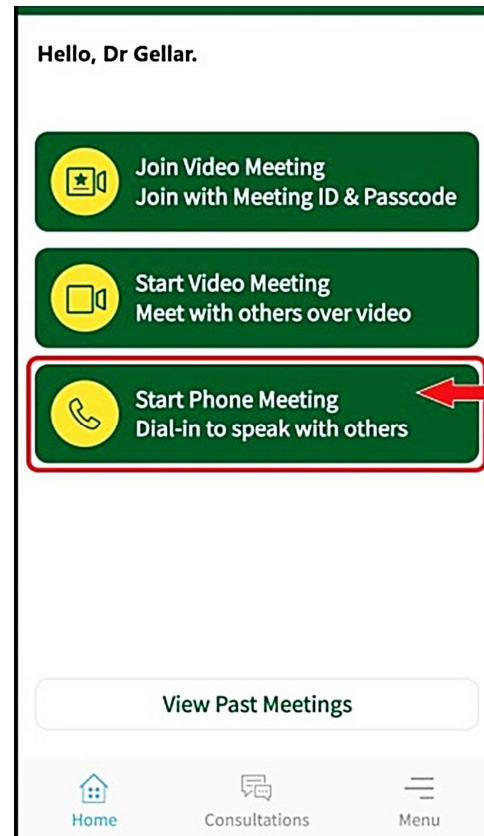
- ❑ Then, refer to **pages 40 thru 44 above** under section, '**Start an On-Demand Video Meeting**'

10. Start a Phone Meeting



Begin a Phone Meeting Between Yourself and One Other Person

- ❑ On the 'Home' screen, click 'Start Phone Meeting'.



Start Phone Meeting

- ❑ Review the information on the screen.
- ❑ Enter the patient or participant's phone number and your phone number (your number always remains hidden from the person you are calling).
- ❑ Click '**Start Phone Meeting**'.
- ❑ The system will call you first. Answer and wait on the line for your participant to connect.

The screenshot shows a mobile application interface for 'Saskatchewan'. At the top, there is a green header with a back arrow and the word 'Saskatchewan' with a logo. Below the header, the title 'Start Phone Meeting' is displayed. The main content area contains several paragraphs of text explaining the meeting process. There are two input fields: 'Your Phone Number' and 'Patient or Participant Phone Number', both with red arrows pointing to the right. Below these fields is a large green button with the text 'Start Phone Meeting' and a red arrow pointing down to it. At the bottom of the screen, there is a 'Help' link.

← Saskatchewan

Start Phone Meeting

Meetings allow you to quickly consult with a patient, their participants and other health care providers when needed without scheduling a consultation.

Meetings do not have patient history, patient information, past consultations or the ability to take notes.

You can enter a small note once the meeting is complete for referencing it in the future.

Our system will call your phone first and then will call the patient(s). Your phone number will not be displayed to the patient(s).

Your Phone Number →

Patient or Participant Phone Number →

↓

Start Phone Meeting

Help

11. View Past Meetings

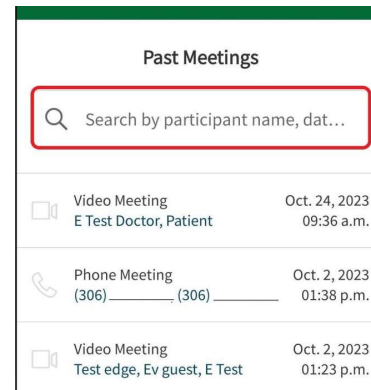


Search for Past Video and Phone 'Meetings' You Have Participated In

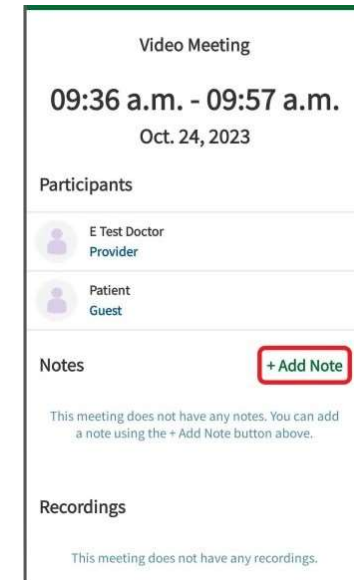
- ❑ On the 'Home' screen, click 'View Past Meetings'.



- ❑ Your most recent video and phone meetings will display on the screen OR you may Search using the 'Search' bar at the top of the screen.



- ❑ Once located, click onto the meeting you wish to review.
- ❑ A brief 'Note' may be added, if necessary.

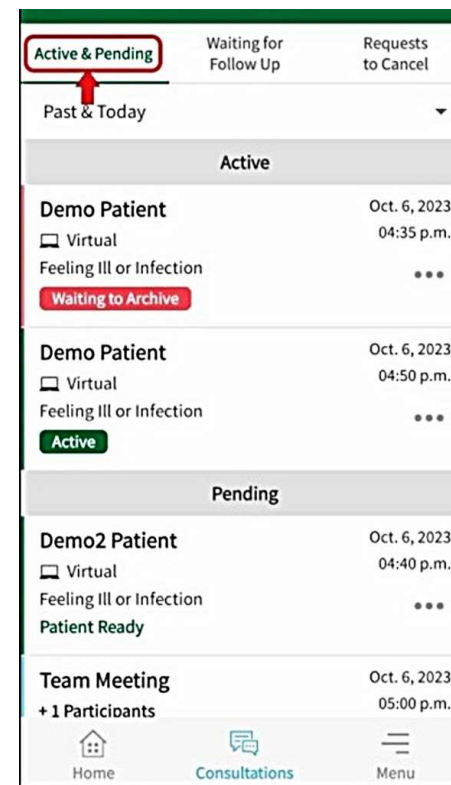


12. Starting a Scheduled 'Patient Consultation'



Scheduled 'Patient Consultations'

- On the bottom of the 'Home' screen, click 'Consultations'. You will be directed to the 'Active and Pending' screen, which lists both your scheduled Patient Consultations and/or Video Meetings.

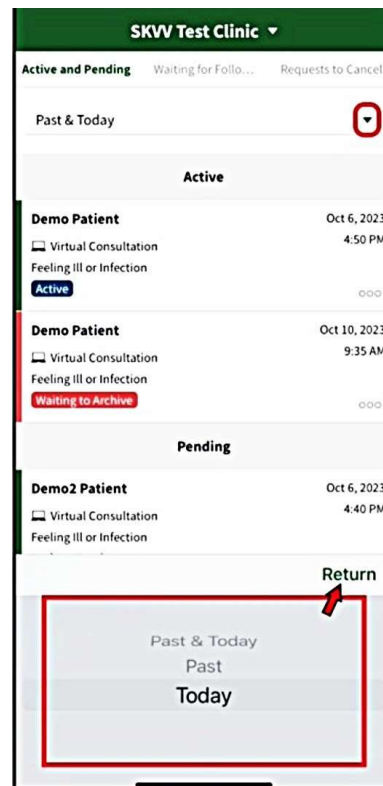


Scheduled 'Patient Consultations'

- ❑ You have the options to see scheduled appointments for 'Past & Today', 'Today', or 'Past' by clicking the drop-down arrow near the top of the screen.

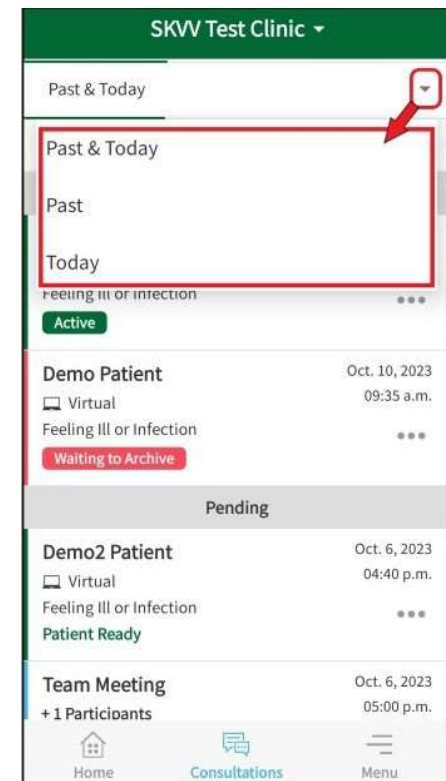
On Apple devices, the selections appear at the bottom of the screen.

After making a selection, tap 'Return'.



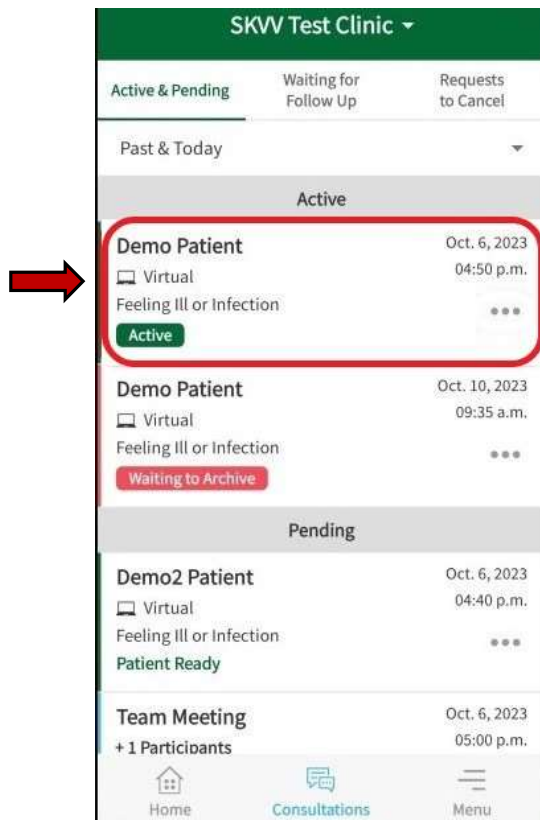
On Android devices, selections appear at the top of the screen.

Simply tap on one to select it.



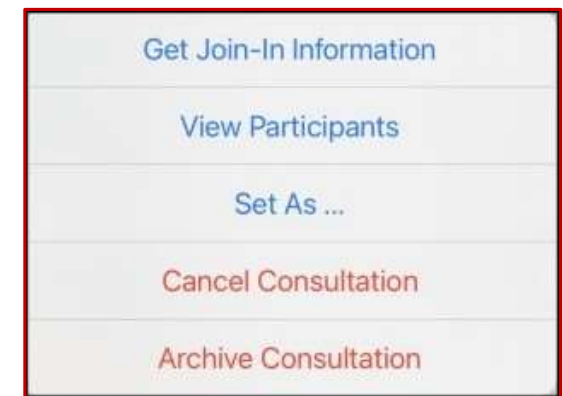
Locate Your Patient Consultation

- ❑ Locate your patient consultation.



- ❑ Within the meeting frame, there are 3 dots. Depending on the appointment status, when you tap the '3 dots', you will see options, such as:

- Get Join-In Information (*info to send to guests being invited to attend*)
- View Participants (*this feature only appears if additional care team members from the host's virtual clinic are invited to attend*)
- Set As... (*Pending Imaging, Pending Labs, Pending Other, Referred to Specialist*)
- Cancel/Decline Consultation
- Archive Consultation



Enter Your Patient Consultation

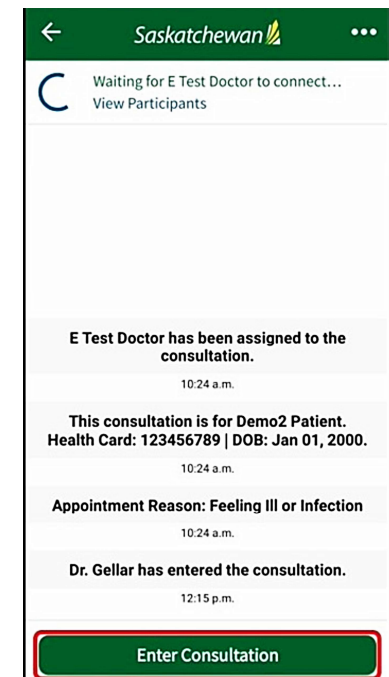
- When ready to enter and start, **find and tap onto** your patient consultation on the 'Active & Pending' screen.



Note: When you initially enter the consultation, the patient will not realize you are there, nor can you message the patient until you do the next step. →

This gives you a chance to review the appointment info ahead of time, as well as leave the consultation and return when ready to meet with the patient.

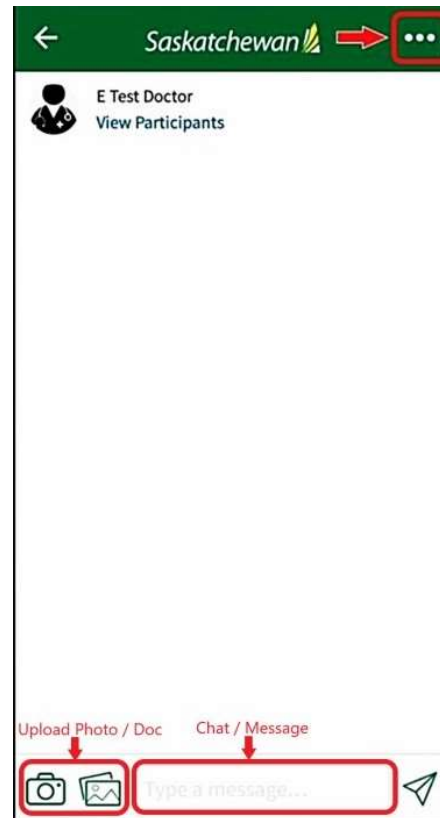
- To start your appointment with your patient, click 'Enter Consultation' at the bottom of the screen.



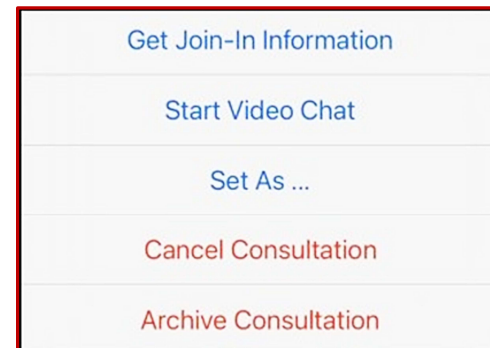
Patient Consultation Features

You will have access to features that are similar to those seen in the web version of 'SK Virtual Visit'.

- ❑ At the top-right of the patient consultation screen, there are **3 dots**.
- ❑ Along the bottom of the screen, you can message (chat with) the patient, as well as upload photos or documents to the 'Chat'.



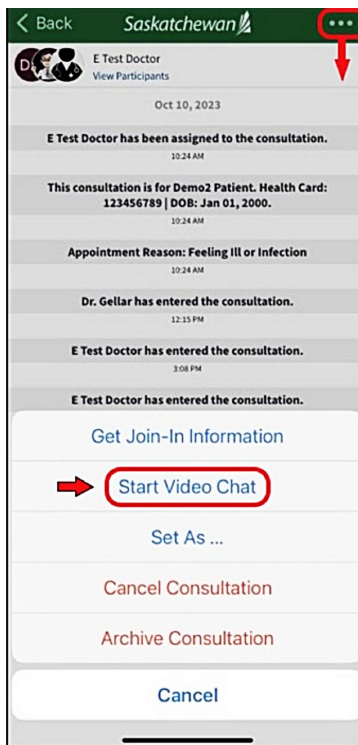
- ❑ Click the **'three dots'**, to access these features:
 - Get Join-In Information (*info to send to additional participants being invited to attend*)
 - Start Video Chat (*start video with patient and invited participants*)
 - Set As... (*Pending Imaging, Pending Labs, Pending Other, Referred to Specialist*)
 - Cancel/Decline Consultation
 - Archive Consultation



Start Video Chat

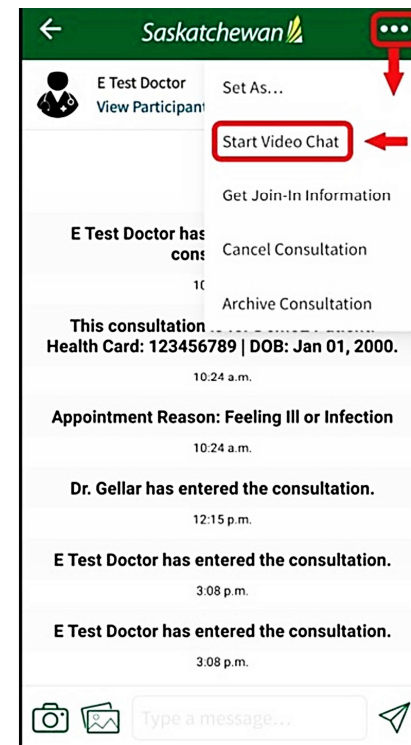
After you confirm that the patient is in a private and quiet setting and you have their permission to proceed with video, click the '3 dots', then the 'Start Video Chat' button.

Apple iOS devices:



OR

Android devices:



Start Video Chat

On the **'Start Video Chat'** screen, choose your video preferences:

- Select who you would like to join the video by checking their name.
- You may prevent certain participants from joining the video by unchecking their name and checking 'Prevent other consultation participants from joining'.
- You can start as many videos during the active consultation as necessary, adding and preventing participants as desired.
- Enable your microphone, camera and remember your preferences (optional).

- When ready to start the video, click **'Start Video Chat'** at the bottom of the screen.

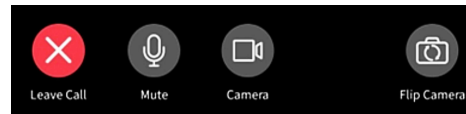
The screenshot shows the 'Start Video Chat' interface. At the top, it says 'Start Video Chat' and 'Please select who you would like to join the video chat for Demo2 Patient.' Below this, there are three participants listed with checkboxes: 'Demo2 Patient Patient' (checked), 'E Test Doctor Primary Care Provider' (checked), and 'Dr. Gellar Care Member' (unchecked). There is also a checkbox for 'Prevent Other Participants From Joining' which is unchecked. Below these are two toggle switches: 'Enable microphone when the call starts' (turned on) and 'Enable camera when the call starts' (turned on). At the bottom, there is a checkbox for 'Remember my preferences for future meetings' which is checked. A green button labeled 'Start Video Chat' is highlighted with a red border, and a 'Cancel' button is at the very bottom.

The Video Chat

Once your patient enables their video/audio and accepts entry into the video, they will arrive in the video with you.

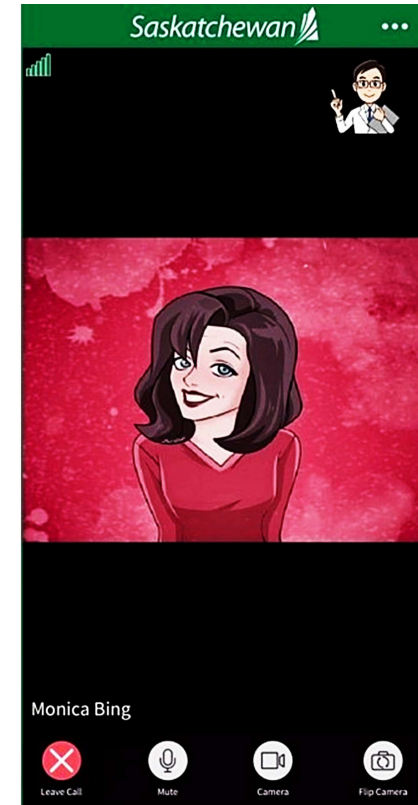
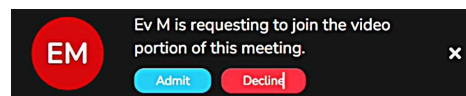
Along the bottom of the video screen, you will see the following features:

- X Leave Call (*leave video – see below*)
- Mute/Unmute (*own audio*)
- Camera (*turn own video off/on*)
- Flip Camera (*flip camera front/back*)



Invited participants who are part of your virtual clinic, will automatically enter the video chat.

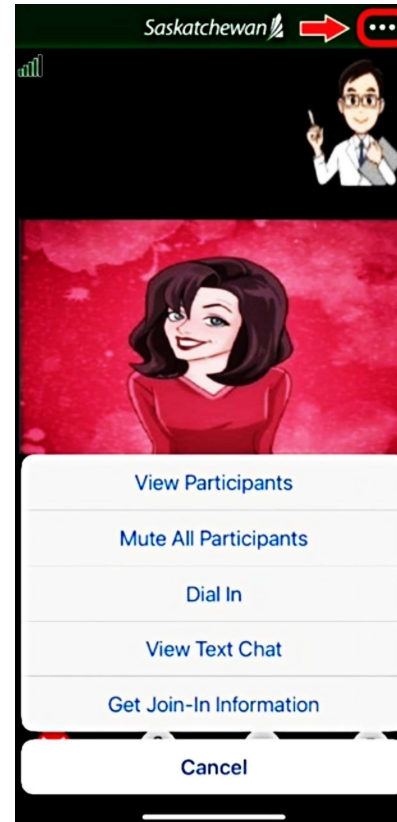
Invited participants from outside of your virtual clinic, will have to be '**Admitted**' by you (the host). Once admitted, they will enter the video chat.



Features in the Video Chat

At the top-right of the video screen, there are **3 dots**.

- ❑ Click the **'three dots'**, to see additional features...
 - View Participants (*a list of participants in the video chat – feature is seen by ALL*)
 - Mute All Participants (*available to video host and other members of the host's virtual clinic*)
 - Dial In (*dial participants in by phone to video chat – available to host and other members of the host's virtual clinic*)
 - View Text Chat (*feature is seen by ALL*)
 - Get Join-In Information (*meeting link info - available to video host and other members of the host's virtual clinic*)



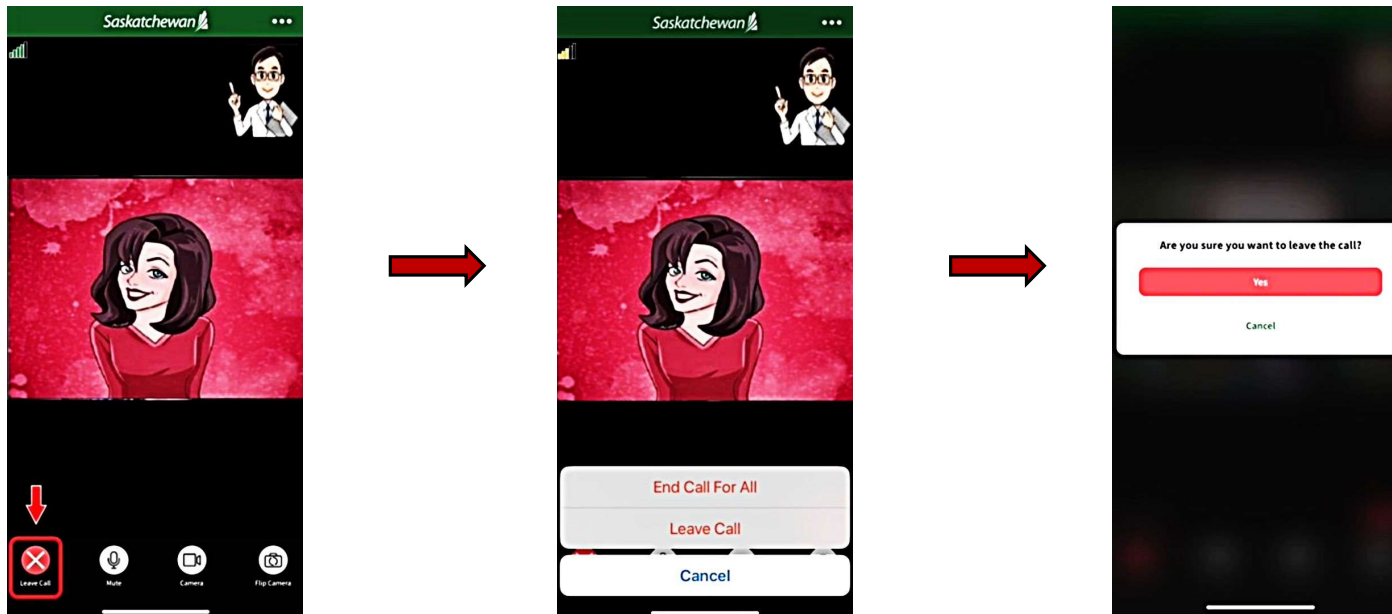
Leave the Video Chat

- ❑ To leave the video chat, tap the '**X Leave Call**' button.

You have two options to choose from:

- '**Leave Call**' - leave the video (*available to all participants in the video chat*)
- '**End Call For All**' - ends the video meeting for everyone (*available to host and members of the host's virtual clinic*).

- ❑ Tap '**Yes**' to confirm.



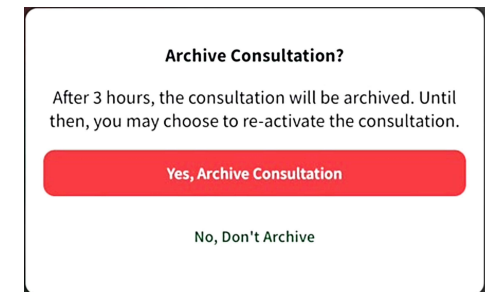
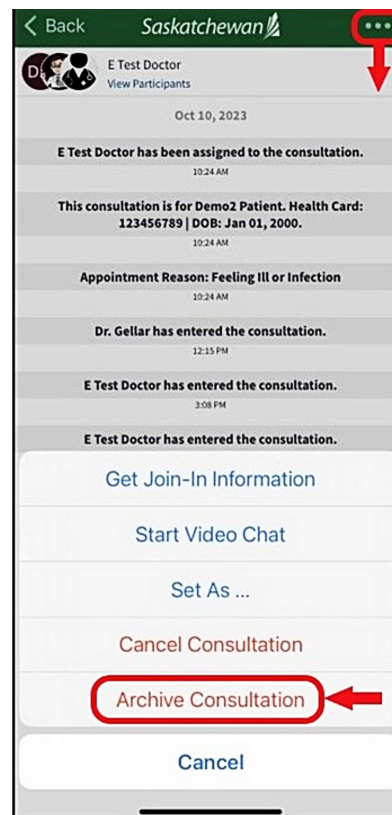
Remember, with patient consultations you can start as many videos during the active consultation as necessary, adding and preventing participants as desired.

Archive Patient Consultation


Once you have completed your patient consultation, it should be 'Archived'.

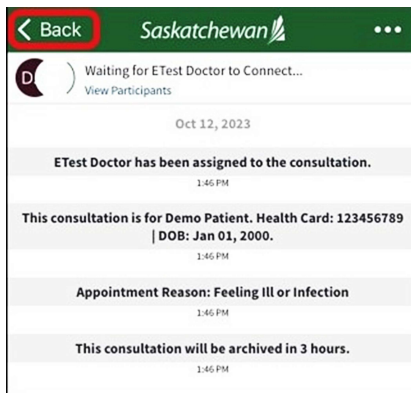
- ❑ Click the '3 dots' at the top-right of the patient consultation screen, then tap 'Archive Consultation'.
- ❑ Click 'Yes, archive consultation' to confirm.

If you do not, these appointments still appear under the 'Active' tab in the patient's account, which can be confusing to them.



Return to the Active and Pending Screen

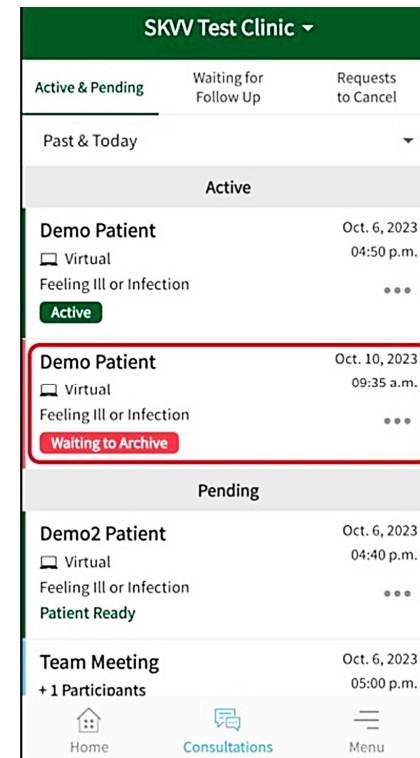
Go back to the **'Active and Pending'** screen by clicking the  **Back** in the upper-left corner of the screen.



The consultation will remain in the **'Active and Pending'** screen (marked **'Waiting to Archive'**) for approximately 3 hours.

This allows time for further action, if any is required.

After that time, **'Completed'** consultations may be searched for **on the web** under **'Consultations' > 'Search for Consultations'**.



13. Other Features of the 'Consultations' Tab



Waiting for Follow Up

Besides being Archived or Cancelled, patient consultations conducted on the web using a laptop or computer, may also be marked as:

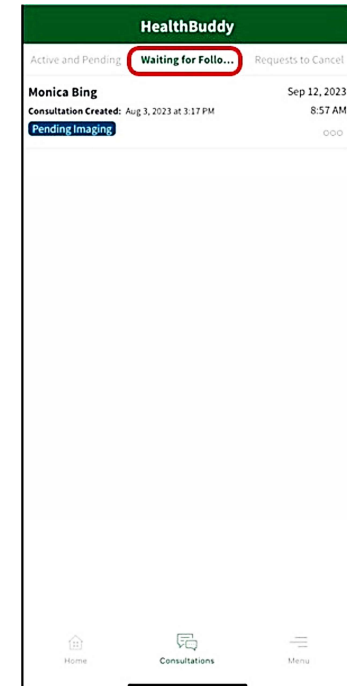
- Pending Imaging
- Pending Labs
- Pending Other
- Referred to Specialist

These patient consultations can be found on the **'Waiting for Follow Up'** screen.

- ❑ On the bottom of the **'Home'** screen, click **'Consultations'** tab.



- ❑ At the top of the screen, click the **'Waiting for Follow Up'** button.



Requests to Cancel

Patients may log into their 'SK Virtual Visit' account and make a request online to have their scheduled 'patient consultations' cancelled.

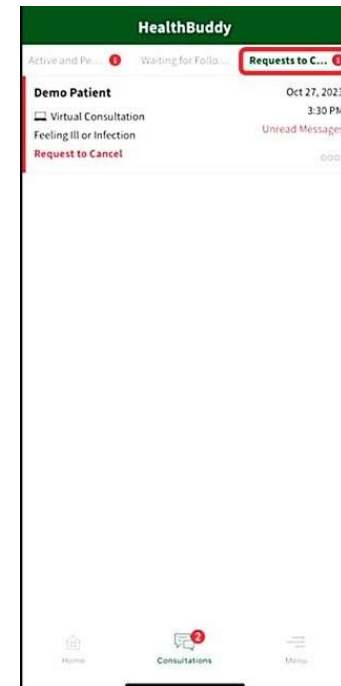
Note: Requests to cancel scheduled 'Meet Now Meetings' cannot be done online. Patients must contact the meeting host's clinic directly to cancel these appointments.

Requests to cancel patient consultations can be found on the 'Requests to Cancel' screen.

- ❑ On the bottom of the 'Home' screen, click 'Consultations' tab.



- ❑ At the top of the screen, click the 'Requests to Cancel' button.



14. Features of the 'Menu' Tab



The 'Menu' Tab

- ❑ On the bottom of the 'Home' screen, click 'Menu'. The following features are available:

PROFILE	<p>Information you entered when creating your account. You may change your Profile Picture, Display Name, or Password only. All other changes must be made by contacting your HSP.</p> <ul style="list-style-type: none">▪ For Non-SHA (SMA, SCA, eHealth) accounts, use... eHealth SK Virtual Visit Account Request Form▪ For SHA accounts, use... SHA SK Virtual Visit Account Form
PRE-CALL TEST	<p>This 30-second test checks your internet connectivity, your device's camera and microphone and quality.</p> <ul style="list-style-type: none">▪ Ensure you are connected to the internet, that your device is in a stable location, that you Allow/Enable your camera and microphone whenever prompted to do so, and that you speak during the test (to ensure your microphone is tested properly). Once ready, click 'Start Test'.
HELP	<p>Directs you to SK Virtual Visit Zendesk support.</p> <ul style="list-style-type: none">▪ You may review self-guided articles and videos or chat with a live agent.
ACCESS AND USE POLICY	<p>The SK Virtual Visit 'Clinic User Policy', agreed to when creating your account.</p>
APPLICATION VERSION	<p>The SK Virtual Visit version you currently have installed on your device.</p>
LOGOUT	<p>Logout of your SK Virtual Visit account – Recommended Action.</p>

15. Provider Support



PHONE:

1-888-316-7446, ext 1 > 1 > 2 > 2



EMAIL:

virtualvisit@ehealthsask.ca



WEBSITE:

<https://skvirtualvisit.zendesk.com>

16. Citizen Support



PHONE:

1-844-767-8259, ext 4



EMAIL:

virtualvisit@ehealthsask.ca



WEBSITE:

<https://skvirtualvisit.zendesk.com>