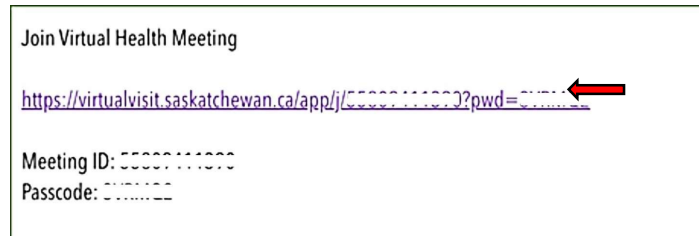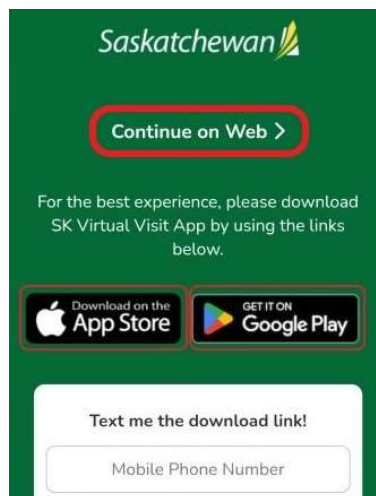# SK Virtual Visit – Patient Views

'MEET NOW' VIDEO MEETINGS -

- If your clinic is seeing patients/clients using this feature, those people and invited participants/guests **DO NOT need to create a SK Virtual Visit account**. They access the meeting they are invited to via a quick link within the invitation email they receive from you prior to the meeting.

- **IF** this green screen appears, they click '**Continue on Web**'. There is also the option to download the **SK Virtual Visit** app from their app store, however this is not necessary. They may '**Continue on Web**', even if using a mobile device.
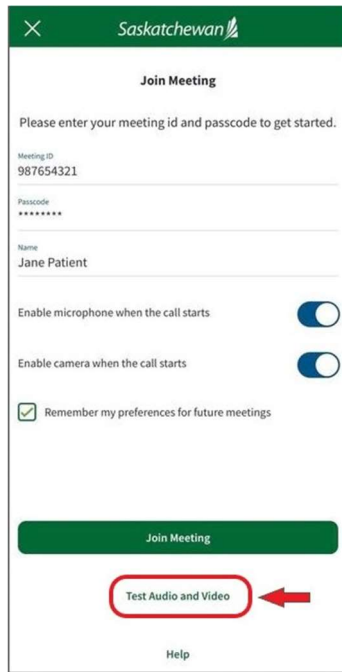

- They will automatically be redirected to a page titled **'Join a Meeting'.** (Again, they do not need to be logged into a SK Virtual Visit account.)
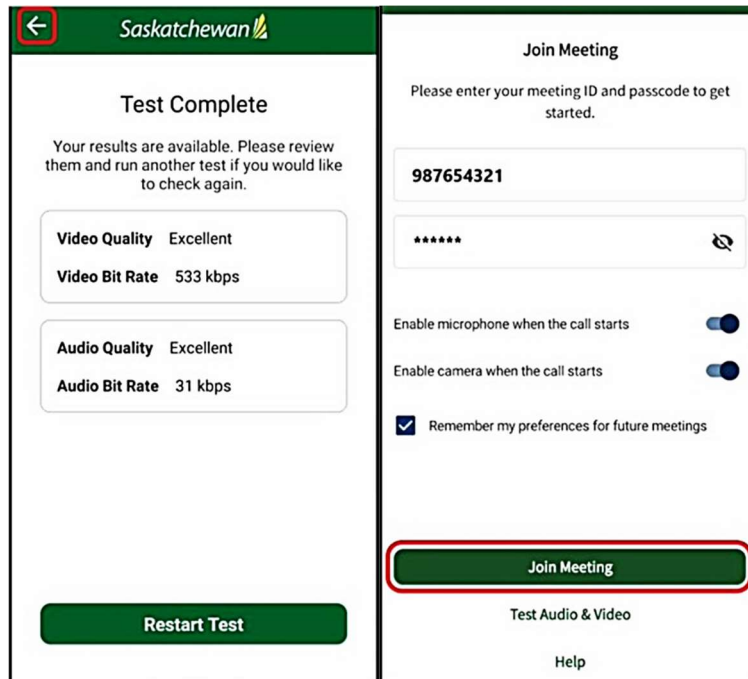
The meeting ID and Passcode will have automatically populated.

- They should enter their name to identify themselves.
- Make sure their camera and microphone are Enabled/Allowed.
- It is recommended that they test their audio and video equipment prior to joining the meeting by clicking the '**Test Audio and Video**' button **before clicking 'Join'**. The test takes approximately 30 seconds and will let them know the quality of their audio and video. When prompted, they should Enable/Allow their camera and microphone. Their device

should be on a steady surface, and they should speak during the test, so their audio is tested properly.
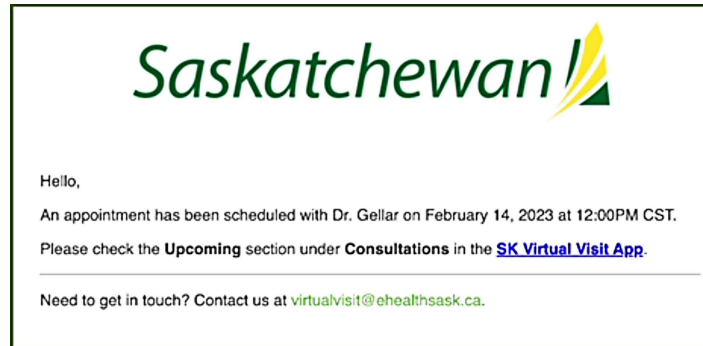

- Once they have a successful test, they click the back arrow at the top-left of the screen, which takes them back to the 'Join a Meeting' screen. They then tap '**Join/Join Meeting**'.

PATIENT CONSULTATIONS -

- If your clinic is seeing <u>patients/clients</u> using this feature, those people **DO need to create a SK Virtual Visit account**, and will access their appointments after *logging into their 'SK Virtual Visit' account, under the '**Consultations**' tab.
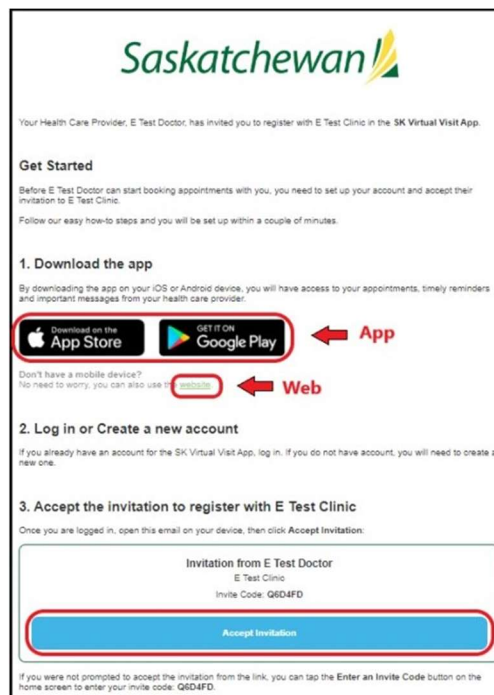
    * They access the SK Virtual Visit 'Login page' by either opening the **SK Virtual Visit APP** or on a laptop/computer on the web at **https://virtualvisit.saskatchewan.ca/**

    Note: **other** <u>participants/guests</u> invited to a patient consultation **DO NOT need to create a SK Virtual Visit account**. They must be invited with the consultation 'Join-In Information' and then access the consultation via the quick link within the invitation email they receive. *Same process and images as those shown above under invitations to 'Meet Now Meetings'.*

PATIENT INVITED BY EMAIL TO JOIN YOUR VIRTUAL CLINIC

Invitation Email (Email #1) – It is important your invited patients use the links within this email, as these join them to your virtual clinic as virtual patients.
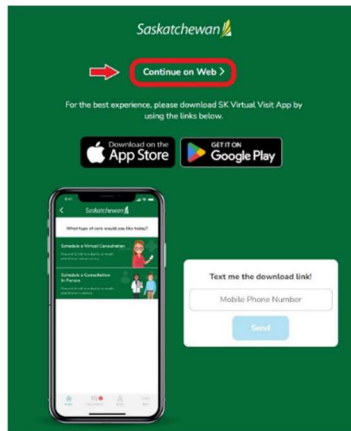
Patients Who Previously Have Created a 'SK Virtual Visit' Account:

Under Step 3 in the email... click the blue '**Accept Invitation**' button in the email, log into their existing account to be joined with your virtual clinic as a virtual patient.

Patients Who Do Not Have a 'SK Virtual Visit' Account:

Under Step 1 in the email... Download the SK Virtual Visit app - from within the email click their App store by clicking either

- The '**App Store**' button (Apple mobile devices)
- The '**Google Play**' button (android mobile devices)
- The green '**website**' (laptops, computers or tablets), then click '**Continue to SK Virtual Visit on Web'**.

Under Step 2 in the email... Open the app on their device, OR on the web on a laptop/computer, go to the login screen https://virtualvisit.saskatchewan.ca/, they click '**Sign Up**' (app on mobile device) or '**Create Account'** (web on laptop/computer/tablet) and continue to create their account.

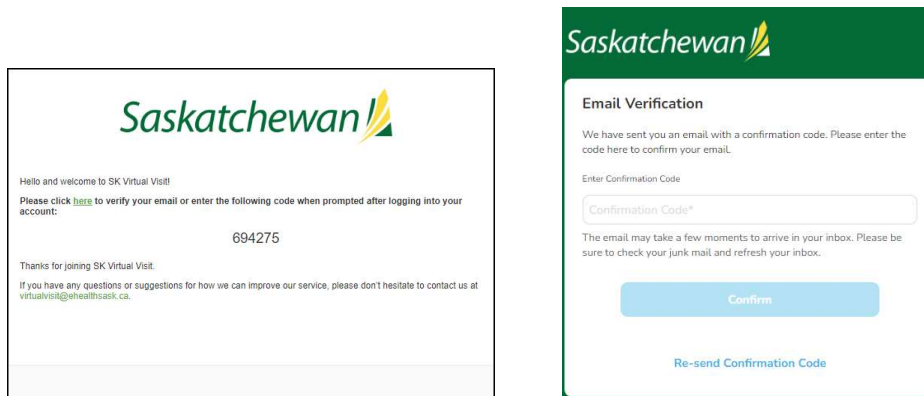**'Account Information' screen -**

1. They must enter their Account Information, choose a unique secure password and check that they have read the '**Terms**', '**Privacy Policy**' and '**Consent Form**', then click '**Continue**'.

'Email Verification' screen & Email #2 –

They will receive a second email, which is automatically generated after they complete the '**Account Information**' screen. This email provides a '**Confirmation Code**' to verify the email address they entered when creating their account.
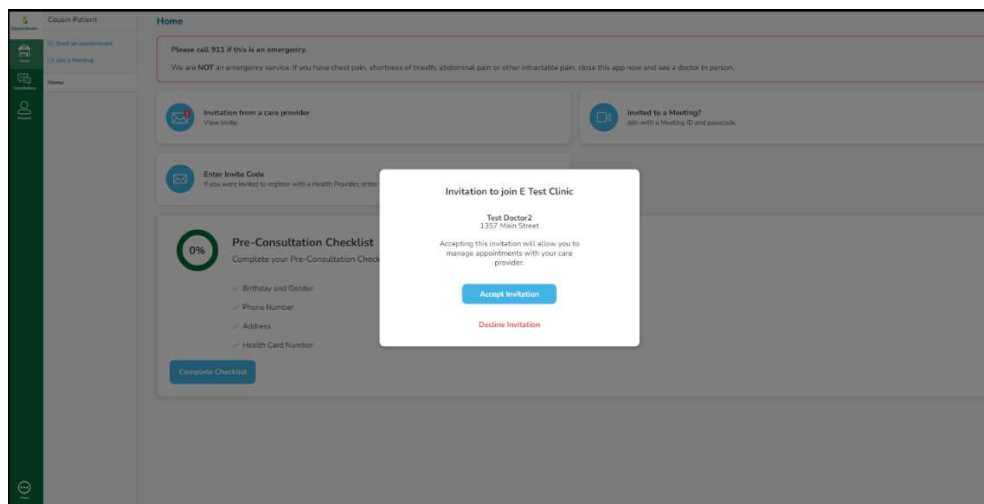
2. There are two ways to enable the 'Confirmation Code' (both options do the same thing):
   a. They manually enter the '**Confirmation Code**' provided in this 2nd email onto the '**Email Verification**' screen, then click '**Confirm**', OR
   b. They bypass the '**Email Verification**' screen by clicking the green '**here**' hyperlink within this 2nd email.

   Note: if they do not receive the 2nd email, in either their Inbox, Spam or Junk folders, they have the option to click '**Re-send Confirmation Code**' to have it resent.

'Accept Invitation' screen –

3. They click '**Accept Invitation**' and will now be joined to your clinic.

4. They should complete their '**Pre-Consultation Checklist**' to 100%.

INVITED WITH AN 'INVITE CODE' PROVIDED BY THE CLINIC

Once the patient creates and logs into their account, they would click **'Enter Invite Code'** on their Home page, enter the code provided by you or from the invitation email and click **'Submit'**.
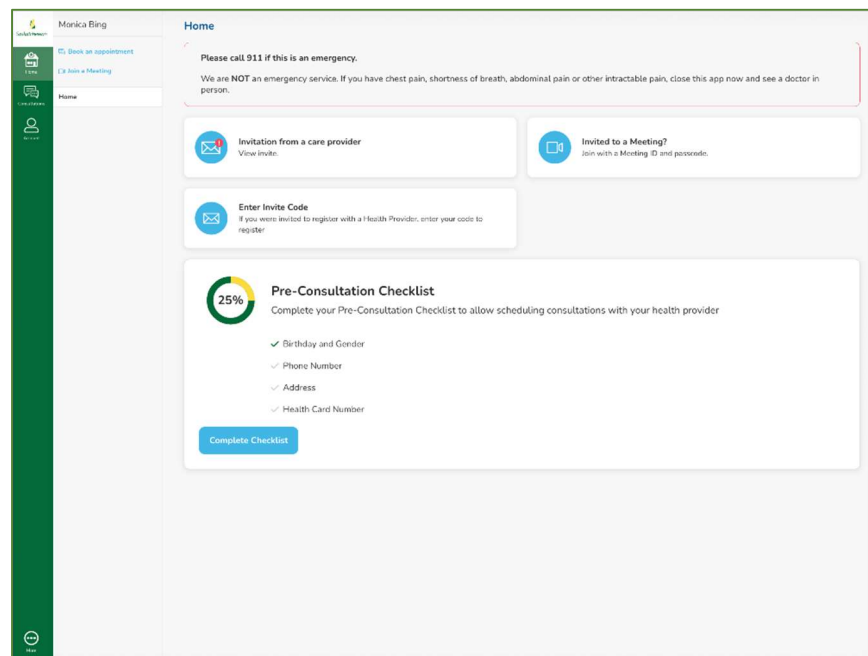
They will now be joined to your clinic and should complete their '**Pre-Consultation Checklist'**.

Patients see four areas along the left green navigation bar:

- Home
- Consultations
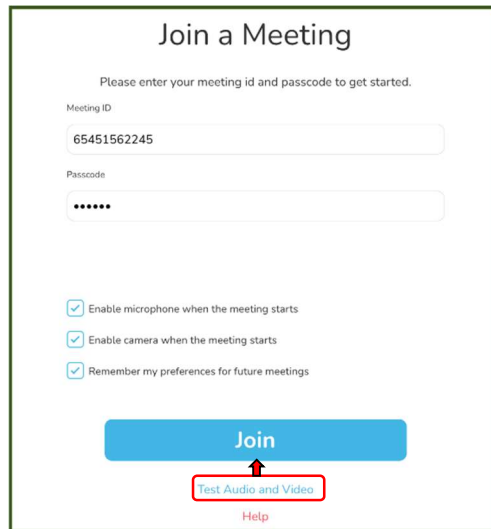- Account
- More

HOME

'Book an appointment' – this feature is currently deactivated and not available at this time.

'Invitation from a care provider' – this only appears if your patient has an outstanding invitation to join a clinic. Once they click this button and 'Accept' the invitation, this will disappear from their Home screen.
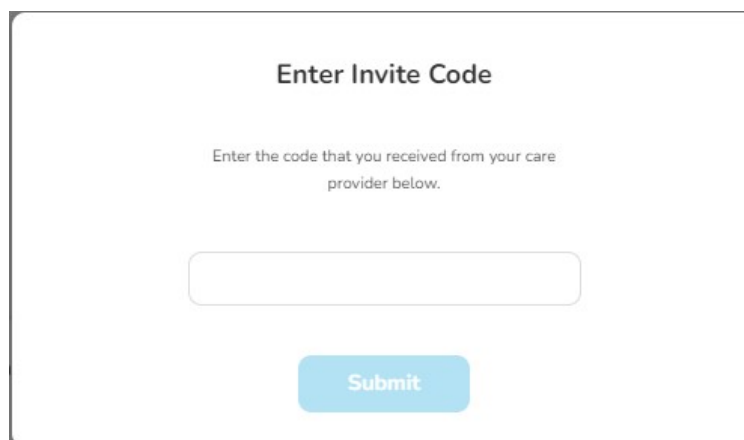
'Invited to a Meeting?' – besides joining a meeting using the hyperlink within the meeting email they received, patients can join a meeting they are invited to here, after logging into their account (if they have one). They must manually enter the Meeting ID and Passcode provided in the email, enable their microphone and camera, click if they want these preferences remembered for future meetings, then click 'Join'.

Note: when logged into their account, they are not asked to enter their name on this screen, as it will automatically generate and identify them to the meeting host/clinician.
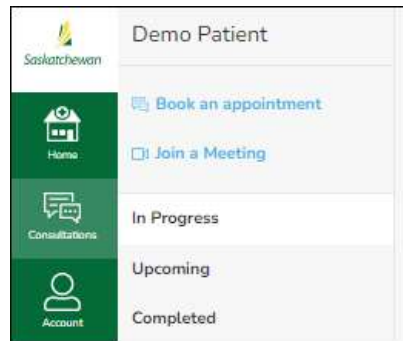

It is recommended that they test their audio and video equipment prior to joining the meeting by clicking the '**Test Audio and Video**' button **before clicking 'Join'**. The test takes approximately 30 seconds and will let them know the quality of their audio and video.

'Enter an Invite Code' – if patients are invited to join a clinic with an invite code provided to them by you (rather than via an email invitation), they create an account, click this button, manually enter the invite code here, then click 'Submit'.

CONSULTATIONS

There are 3 sections available – In Progress, Upcoming & Completed. This is where patients go to find and attend their scheduled, past & completed appointments/consultations. *Note: this is not where they access scheduled 'Meet Now' meetings.*

In Progress – appointments that are currently active (started but not yet completed or archived by the clinic). Note: until consultations are 'archived' by the clinician or their admin, these will continue to be listed in this section.

Upcoming – appointments that are scheduled for the future.

Completed – past appointments that are complete and archived by the clinic.

ACCOUNT

- Logout
- Profile – their account information, including email, name, address, phone numbers, date of birth, gender and health card number. This is also where they may enable two-factor authentication (recommended but optional for patients)
- My Family – the dependents page is not available at this time
- Notifications – display of their email and mobile number (populated from their Profile info)
- Preferred Pharmacy – map where patient can choose the pharmacy they normally deal with
- Care Provider – a list of clinics a patient is joined with through SK Virtual Visit
- Pre-Call Test – test of patient's audio and video quality
- Terms of Service
- Privacy Policy
- Consent Form

MORE

- Logout
- Contact Us – click for Help or Questions