

SK Virtual Visit Patient User Guide

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NOTE: Definitions for some of the terms are listed at the end of this document. Further information available at: <u>https://skvirtualvisit.zendesk.com/hc/en-us</u>

DEVICE REQUIREMENTS

- A computer or laptop internet browser requirements:
 - Windows 10 or higher with all updates installed
 - OS X Sierra or higher (v10.12+)
 - Chrome Browser with Version 56 or higher OR
 - Edge Browser with Version 79 or higher OR
 - Firefox Browser with Version 44 or higher OR
 - Safari Browser with Version 13 or higher

NOTE: Internet Explorer is not supported

OR

- A mobile device (Smart phone or tablet) the SK Virtual Visit app should be available in your App Store:
 - Android Mobile devices can include Samsung Galaxy, Google Pixel, Sony or Huawei phones and tablets
 - Apple iOS mobile devices can include an iPhone or iPad

Either computer or mobile devices should have:

- A video camera
 - An internal camera installed within your device
 - An external camera that is connected to your device wired or Bluetooth
- An audio microphone/speaker
 - Microphone (input) for speaking
 - Speaker (output) for listening
 - A headset connected to your device wired or Bluetooth
- A stable internet connection

ACCESSING 'SK VIRTUAL VISIT'

On the WEB using a desktop or laptop computer, a tablet or mobile device:

Go to the web address: https://virtualvisit.saskatchewan.ca/



It is a good idea to bookmark the Login screen to your computer or desktop for easy access in the future.

See Bookmark the Login Screen

- *** Note the website works on the following web browsers:
 - Chrome
 - Firefox
 - Microsoft Edge
 - Safari
 - It WILL NOT work on Internet Explorer

On the APP using a Mobile Device:

Go to either the Apple App Store or Google Play store, search for **SK Virtual Visit** and Download or Install:

- <u>Apple App Store</u> for Apple mobile cell phone and tablet products
- <u>Google Play Store</u> for Android mobile cell phone and tablet products

Apple App Store screenshot:



Google Play Store screenshot:



Once downloaded, click 'Open' from either the App Store or click the icon on your screen.

OR

Apple App Store screenshot:



Google Play Store screenshot:



Mobile Device icon:

OR



VIRTUAL SESSIONS – 2 TYPES

There are **two methods** to have video sessions with your healthcare provider. **Your healthcare provider's clinic will decide** which method they will use to meet with you.

VIDEO 'MEETINGS'

- A 'SK Virtual Visit' account IS NOT required
- Patients are invited by email with a Meeting 'https://...' quick link, Meeting ID and Passcode
- Each video meeting will have a new, unique meeting hyperlink, ID and Passcode
- Patients or their healthcare provider may invite other participants to attend
- Past meeting information is not stored for future reference

Refer to information below:

- METHOD 1 'VIDEO MEETINGS'
- TEST YOUR AUDIO & VIDEO
- CANCEL YOUR APPOINTMENT

'PATIENT CONSULTATIONS' with VIDEO

- A 'SK Virtual Visit' account IS required
- Patients must be invited and must join their healthcare provider's virtual clinic
- Scheduled appointments are accessed after logging into the patient's SK Virtual Visit, under the 'Consultations' tab
- Patients or their healthcare provider may invite other participants to attend
- Past consultation information is stored for future reference

Refer to information below:

- METHOD 2 'PATIENT CONSULTATIONS'
- CREATING AN ACCOUNT
- □ LOG INTO YOUR SK VIRTUAL VISIT ACCOUNT
- TEST YOUR AUDIO & VIDEO
- 'JOIN YOUR PATIENT CONSULTATION'
- CANCEL YOUR APPOINTMENT
- LOGOUT OF SK VIRTUAL VISIT

METHOD 1 – 'VIDEO MEETINGS'

If your Healthcare Provider is seeing you with the '**Video Meeting'** method, (which could be an immediate appointment or a scheduled appointment), you will receive an email which includes:

- Appointment information Title, Time, Date (with scheduled appointments only)
- Meeting quick link (https://...)
- Meeting ID
- Meeting Passcode

Note: Each appointment scheduled for you will have a new, unique meeting quick link, ID and Passcode. Once a video meeting is over, the old information will not work for future meetings.



JOIN YOUR 'VIDEO MEETINGS'

A. Steps to Join Using the Quick Link Within the Email

Step 1: Click the 'https://...' quick link provided in the email sent to you.

If the quick link does not work, copy it, then paste it into the address bar of a new browser window:

- Copy it to your clipboard. Highlight the quick link info. Press Ctrl+C (Windows) or Command+C (Mac)
 OR right-click on your mouse and choose 'Copy'.
- Open your web browser and paste the quick link info into the address bar. Click into the address bar, press Ctrl+V (Windows) or Command+V (Mac) **OR** right-click on your mouse and choose '**Paste**'.

Step 2: When using your mobile device, you may be prompted with this green screen. If so, choose...

Continue on Web

OR, as an option,

Download the 'SK Virtual Visit' APP

Click on either the 'Apple App Store' or 'Android Google Play Store', search for **SK Virtual Visit** and Download/Install.

Once downloaded, open SK Virtual Visit.



Note: You <u>do not</u> need to be logged into nor have a SK Virtual Visit account.

Step 3 – You will be directed to the 'Join a Meeting' screen:

- The Meeting ID and Passcode will have automatically generated
- Add your name to identify yourself (required)
- Your microphone, camera and 'Remember my preferences for future meetings'. should have defaulted to 'Enabled'. If not, ensure they are turned ON.

Web screenshot:

Join a Meeting	← Saskatchewan 💋
Join a Meeting	Join Meeting
Please enter your meeting id and passcode to get started. Meeting ID	Please enter your meeting ID and passcode to get started.
987654321	Meeting ID
	987654321
sscode	Passcode
	@
ame	Your Name
Monica	Monica
Enable microphone when the meeting starts	
Enable camera when the meeting starts	Enable microphone when the call starts
	Enable camera when the call starts
Remember my preferences for future meetings	Remember my preferences for future meetings
Join	Join Meeting
Test Audio and Video	Test Audio and Video
Help	Help

Step 4: It is recommended that you test your audio and video equipment before joining the meeting.

Click 'Test Audio and Video', then 'Start Test'.

Web screenshot:	Mobile screenshot:
Test Audio and Video	Test Audio and Video
Start Test	Start Test

Whenever prompted always make sure your camera and microphone are 'Allowed/Enabled'.

On the web:



Mobile screenshot:

On mobile: if the '**Permissions**' screen says '**Allowed**', continue with the test. If not, click '**Not Allowed**' for each. Click '**OK**' (Apple devices) or '**Allow**' (Android devices) for each.

Saskatchewank Permissions Camera and Microphone permissions are	Apple iOS:	Andreid Devices
required to use video and voice calls. Camera Not Allowed Microphone Not Allowed Edit your permissions at any time by going to <u>Device Settings</u>	Apple iOS: "SK Virtual Visit" Would Like to Access the Camera Enable SK Virtual Visit to access your camera roll to upload your photos and be able to participate in live video streams. Don't Allow	Android Devices: Allow SK VV UAT to take pictures and record video? Allow Deny Deny & don't ask again
Done		

 Ensure your device is on a stable surface and speak, to ensure your camera and microphone are tested properly. The test takes approximately 30 seconds and will let you know the quality of your audio and video and if there are issues.

If the Pre-Call 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 a successful test, Go Back to the 'Join a Meeting' screen.

Step 5: When ready, click 'Join/ Join Meeting'.

Web screenshot:	Mobile screenshot:
Join	Join Meeting

You will be prompted to wait until the host admits you into the meeting. Once admitted, you will be taken into the video meeting.



If declined, you will receive the following message. If this is a mistake, contact the meeting host to have another invitation sent to you.



If you drop from the meeting by mistake, you may re-enter it using the '*https://...*' quick link in your email, as long as the meeting is still active.

- B. Steps to Join From the Login Screen
- Step 1: On a mobile device, open your 'SK Virtual Visit' app, <u>OR</u> on the web, go to <u>https://virtualvisit.saskatchewan.ca/</u>
- Step 2: Click the 'Join Meeting' button which will take you to the 'Join a Meeting' screen.

lobile Device:		Laptop/Computer:
Saskatche	wan <u>//</u>	Saskatchewan 💋
Log li	1	Log In
		Email
mail Address 🛛 🗙		Email Address X
assword X	o	Password
assword 🔨		Password
Remember me Help	Forgot Password?	Forgot Password7 Help X rain
		Need to register a new account
		Creax Account
Log Ir		
Log Ir Sign U Have a meeting invite	p	Have a meeting invite?

Continue with 'Step 3' above for the 'Join a Meeting' screen.

C. Steps to Join After Logging Into Your Account

You may also access your meeting after logging into your 'SK Virtual Visit' account (if you have one).

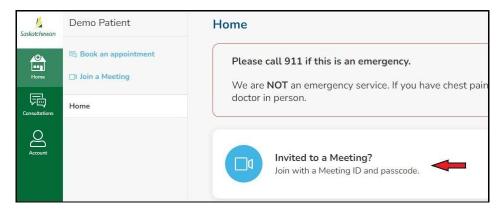
Step 1: Log into your 'SK Virtual Visit' account by entering the email address and password you used to create your account.

Step 2: On the 'Home' screen, click 'Join Meeting / Invited to a Meeting?'

Mobile Device on App:

Saskatchewan 💋
View Your Upcoming > Scheduled Appointment
Hello, How can we help you today?
Book Appointment with a Doctor or Provider
Enter Invite Code to connect and book appointments
Join Meeting Join with a Meeting ID and Passcode
Please call 911 if this is an emergency.
We are NOT an emergency service. If you have chest pain, shortness of breath, abdominal pain or other intractable pain close this app now and
Home Consultations Profile Menu

Laptop/Computer :



Continue with 'Step 3' above for the 'Join a Meeting' screen.

METHOD 2 – 'PATIENT CONSULTATIONS'

If your Healthcare Provider is seeing you with the '**Patient Consultation'** method, you will be invited to join their virtual clinic and create a SK Virtual Visit account.

For more detailed information on creating an account, see 'Creating an Account' below.

First Step is to Join a Virtual Clinic You Have Been Invited To

You can be invited to a clinic by your Healthcare Provider in two ways:

- By Email from a Clinic
- With an Invite Code given to you from a Clinic (provided verbally, via SMS text or email)

	Saskatchewan 💋
Your Health Ca	are Provider, ETest Doctor, has invited you to register with HealthBuddy in the SK Virtual Visit App.
Get Start	ed
Before ETest D invitation to He	Noctor can start booking appointments with you, you need to set up your account and accept their sathBuddy.
Follow our eas	y how-to steps and you will be set up within a couple of minutes.
1. Downle	bad the app
	g the app on your iOS or Android device, you will have access to your appointments, timely reminders messages from your health care provider.
	Store
	mobile Gevice? rry, you can also use the websile.
have account,	tane an account for emandedHemo2@umeca.com in the SK Virtual Veit App. log in. If you do not you will need to create a new one.
	logged in, open this email on your device, then click Accept Invitation:
	Invitation from ETest Doctor
	HealthBuddy
	Invite Code: 8D47GQ
	Accept Invitation
If you were not home screen to	prompted to accept the invitation from the link, you can tap the Enter an Invite Code button on the enter your invite code. 8D47GQ.
Note	
The first shares	is a one time registration link and will not work after you complete registration. If you'd like to get back go to the login page. We recommend bookmarking this page for future reference.

A. Join a Virtual Clinic Using the 'https://...' Quick Link Within the Email from a Clinic

Step 1: If you already have a '**SK Virtual Visit'** account, click the blue 'Accept Invitation' button in the email, then log into your account – under #3 in the email.



Step 2: If you do not have an account - start at #1 in the email:

Either,

- Download the 'SK Virtual Visit' APP from your applicable App Store, by clicking your applicable App Store link in the email:
 - The 'App Store' button (Apple mobile phones or tablets)
 - The 'Google Play' button (android mobile phones or tablets)

OR

 The green 'website' (laptops, computers or tablets), then click 'Continue to SK Virtual Visit on Web'.

Get Started
Before ETest Doctor can start booking appointments with you, you need to set up your account and accept their invitation to HealthBuddy.
Follow our easy how-to steps and you will be set up within a couple of minutes.
1. Download the app By downloading the app on your iOS or Android device, you will have access to your appointments, timely reminders and important messages from your health care provider.
App Store Google Play
Don't have a mobile device? No need to worry, you can also use the website

Step 3: Either,

- Open the 'SK Virtual Visit' APP on your mobile device and click 'Sign Up', OR
- On your laptop/computer, tablet or mobile device, navigate to the WEB Login screen <u>https://virtualvisit.saskatchewan.ca/</u> and click 'Create Account'.

Continue to create your account - See instructions below under 'CREATING AN ACCOUNT'.

Step 4: Log into your account using the email and password you used to create your account.

Step 5: Select 'Accept Invitation'.

Invitation to join "Virtual Clinic Name"
"Healthcare Provider's Name"
"Address"
Accepting this invitation will allow you to manage appointments with your care provider.
Accept Invitation
Decline Invitation

Note: If you are not prompted to accept the invitation after logging into your SK Virtual Visit account, you can tap the '**Enter Invite Code**' button on the Home screen and enter the 6-digit invite code provided in your invitation email.

Mobile Device:



Laptop/Computer:

/2 Saskatchewan	Demo1 Patient	Home
And a second sec	ा Join a Meeting	Please call 911 if this is an emergency. We are NOT an emergency service. If you have chest pain, shortness of breath, abdominal pain or other intractable pain, close this app now and see a
Consultations	Home	doctor in person.
Å DO		Invited to a Meeting? Join with a Meeting ID and passcode.

Note: The link above is a one-time registration link and will not work after you complete registration.

The Login screen on WEB is at <u>https://virtualvisit.saskatchewan.ca/</u>. *We recommend bookmarking this page for future reference.*

Step 6: If not already done, complete the 'Pre-Consultation Checklist' to 100%.

You are now joined to your healthcare provider's virtual clinic and may begin having virtual sessions with them.

B. Join a Virtual Clinic Using an Invite Code Provided to You by the Clinic

You will be able to join your healthcare provider's virtual clinic by entering a 6-digit '**Invite Code'**, which will be given to you by the clinic.

Step 1: Create and Log into your SK Virtual Visit account -

See instructions below under 'CREATING AN ACCOUNT'.

Step 2: Select 'Enter Invite Code' from the Home Screen.

Mobile Device:



Laptop/Computer:

/2 Saskatchewan	Demo1 Patient	Home
1	隠; Book an appointment 曰: Join a Meeting	Please call 911 if this is an emergency. We are NOT an emergency service. If you have chest pain, shortness of breath, abdominal pain or other intractable pain, close this app now and see a
Consultations	Home	doctor in person.
[]Jo		Invited to a Meeting? Join with a Meeting ID and passcode.

Step 3: Enter the code provided to you, then click **'Submit'**. After the code is validated, click **'Continue'**.

Er	nter Invite Code
Enter the co	de that you received from your care provider below.
(1	
	Submit

Step 4: If not already done, complete the 'Pre-Consultation Checklist' to 100%.

You are now joined to your healthcare provider's virtual clinic and may begin having virtual sessions with them.

CREATING AN ACCOUNT

A. First-Time User 'Sign-Up' on WEB Using a Desktop, Laptop, Tablet or Mobile Device

See additional information above under the "ACCESSING SK VIRTUAL VISIT" section (page 4).

Step 1: Navigate to the Login screen at https://virtualvisit.saskatchewan.ca/



It is a good idea to bookmark the Login screen to your computer or desktop for easy access in the future.

See Bookmark the Login Screen

Step 2: If you have an existing SK Virtual Visit account, Log in.

If you do not have an account, click 'Create Account'.

Saskatchewan <u>/</u>
Log In
Email
Password
Forgot Password? Help
Login
Need to register a new account?
Create Account
Have a meeting invite?
Join Meeting Now

Step 3: Choose account type 'Patient'.

Saskatch	ewan <u>/</u>	
Account Type	pe of account you would like to create.	
	Patient)-
	Provider	

Step 4: Enter all requested Information – your first and last name, email address, birthday and gender.

Step 5: Create a secure password. As the password requirements are met, checkmarks will automatically appear for each item.

Step 6: Review the '<u>Terms of Use'</u>, '<u>Privacy Policy</u>' and '<u>Consent Form</u>' and check the boxes confirming you have Read and Agree to them.

Step 7: When complete, click 'Continue'.

Account Inform	ation				
Please provide the foll	owing inform	nation to register	your account.		
First Name					
Jane					
Last Name					
Patient					
Email					
jane.patient@emai	il.com				
Birth Month		Birth Day	Birth Year		
January	~	1 4	2000	~	
Gender					
Female				•	
Choose a Passy	vord				
Password					Password Requirements
				•	At least 8 characters At least 1 capital letter
Confirm Password					At least 1 capital wetter
				0	At least 1 number
					At least 1 symbol (*, %, !, etc)
I have read and as I have read and as			Poucy		Confirmation password matches
-	Contra Statistica				

The 'Email Verification' screen will appear <u>and</u> you will be sent an email to the email address you entered on the previous screen.

If the email is not found in your 'Inbox', check your 'Junk' or 'Spam' folders. If still not there, click 'Re-send Confirmation Code' on the 'Email Verification' screen and it should be resent.

Step 8: In the email, click the quick link, 'here', which bypasses the 'Email Verification' screen, OR...



... manually enter the 6-digit code provided in the email onto the 'Email Verification' screen, then click 'Confirm'.

Saskatchewan 🎉
Email Verification We have sent you an email with a confirmation code. Please enter the code here to confirm your email. Enter Confirmation Code
250200 The email may take a few moments to arrive in your inbox. Please be sure to check your junk mail and refresh your inbox.
Confirm
Re-send Confirmation Code

You will be taken directly into your new 'SK Virtual Visit' account.

Step 9: Click '**Complete Checklist**' to complete your account setup. Your birthday and gender populated from the information you entered when creating your account.

Enter a phone number, your address, and your health card number.

	11 if this is an emergency. an emergency service. If you have chest pain, shortness of breath, abdominal pain or other intractable pain, close this app now and see a doctor in person.
	ted to a Meeting? with a Meeting ID and passcode. Enter Invite Code If you were invited to register with a Provider, enter your code to register
25%	Pre-Consultation Checklist Complete your Pre-Consultation Checklist to allow scheduling consultations with your provider
	✓ Birthday and Gender
	✓ Phone Number
	✓ Address
	✓ Health Card Number

You are now part of your healthcare provider's virtual clinic. Call the clinic to book appointments or if you have any questions.

B. First-Time User 'Sign-Up' with the Mobile APP

Step 1: Download the '**SK Virtual Visit'** APP to your mobile device.

See instructions above under the 'ACCESSING SK VIRTUAL VISIT' section (page 4).

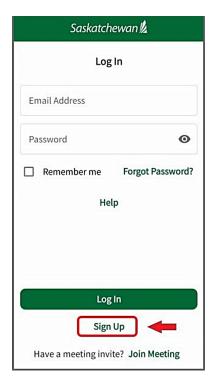
Step 2: Initially, after downloading and first opening the APP, you will see this green screen.

Click the 'Log In or Sign Up' button.

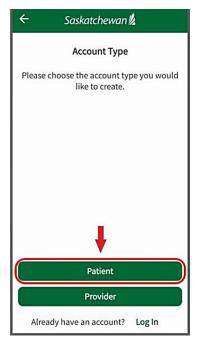
(This screen will only appear the first time you use the APP. Afterwards you will be taken directly to the Login page after opening the APP).



Step 3: On the Login screen, click 'Sign Up'.



Step 4: Choose account type 'Patient'.



Step 5: Enter all requested Information – your email address, first and last name and birthday.

Step 6: Review the '<u>Terms of Use'</u>, '<u>Privacy Policy</u>' and '<u>Consent Form</u>' and check the boxes confirming you have Read and Agree to them.

Step 7: When complete, click 'Next'.

Note: email addresses cannot be shared between account holders, as they are unique login identifiers.

÷	Saskatchewan
Ema	ail Address
Firs	t Name
Last	t Name
Birt	hday
	I have read and agree to the <u>Terms</u> and <u>Privacy Notice</u>
	I have read and agree to the <u>Consent</u> Form
	Next 🧲

Step 8: Create a secure password. As the password requirements are met, checkmarks will automatically appear for each item.

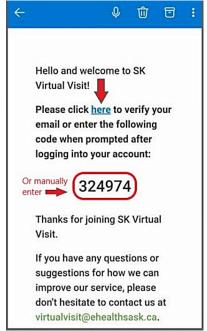
Step 9: When complete, click 'Next'.

← Sa	skatchewan 🖞
Choose	a Secure Password
	Passwords must have
	At least 1 uppercase letter
	At least 1 lowercase letter
0	At least 1 number
•	At least 1 symbol (*, %, !, etc)
	At least 8 characters
	Confirmation password matches
Enter Password	
	ø
Confirm Passwor	d
	٥
	Next 🔶

The '**Confirm your email**' screen will appear <u>and</u> you will be sent an email to the email address you entered on the previous screen.

If the email is not found in your 'Inbox', check your 'Junk' or 'Spam' folders. If still not there, click 'Resend Confirmation' on the 'Email Verification' screen and it should be resent.

Step 10: In the email, click the quick link, '<u>here</u>', which bypasses the 'Confirm your email' screen, OR...



... manually enter the 6-digit code provided in the email onto the '**Confirm your email**' screen, then click 'Next'.



You will be taken directly into your new 'SK Virtual Visit' account.

Step 11: Complete the '**Pre-Consultation**' checklist to finish your account setup. Tap the arrows beside each item and enter your birthday, gender, phone number, address, your health card number and to set microphone and camera permissions.

Pre-Consultation Information needed before starting a consultation	
Birthday and Gender	1
Phone Number	;
Address	;
Health Card Number	,
Camera, Microphone, and Notification Permissions	;

LOG INTO YOUR SK VIRTUAL VISIT ACCOUNT

On the 'SK Virtual Visit' APP using a Mobile Device:

Step 1: Click to open the 'SK Virtual Visit' APP.



Step 2: Enter the email address and password you used to create your account, then click 'Log In'.

Saskatchewan 💋	
LogIn	
Email Address	
Password	0
Remember me Forgot	Password?
Help	
Look	
Log In	_
Sign Up	
Have a meeting invite? Join I	Meeting

On the WEB using a Desktop, Laptop, Tablet or Mobile Device:

Step 1: Go to the WEB Login screen, <u>https://virtualvisit.saskatchewan.ca</u>.

Step 2: Enter the email address and password you used to create your account, then click 'Login'.

TEST YOUR AUDIO & VIDEO

It is important to test and make sure the audio and video are turned on and working properly on your device <u>before</u> your appointment time.

Each test takes approximately 30 seconds and checks,

- Connectivity to internet and servers
- Camera
- Microphone
- Internet Browser
- Bitrate Statistics speed of data transfers (the higher the better)

Please ensure your device is properly connected to the internet before starting the test.

There are two areas within the platform where you can perform the test:

1. 'Pre-Call Test' after logging into your SK Virtual Visit account

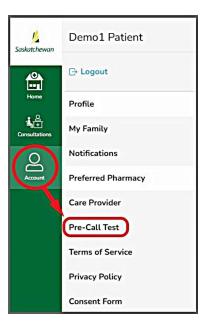
Follow the steps starting on the next page

2. '**Test Audio & Video**' when joining a meeting you are invited to with a 'https://...' quick link (with or without being logged into a SK Virtual Visit account)

See instructions above in the 'VIDEO MEETINGS' section - Step 5

A. On the WEB When Logged into your SK Virtual Visit account

Step 1 - From the left navigation bar, select 'Account', then click 'Pre-Call Test'.



Step 2 - Review the screen, then click 'Start Test'.



Ensure your device is on a stable surface and speak, so your camera and microphone are tested properly. Allow/enable your camera and microphone, if prompted.

The test will last for approximately 30 seconds, then will close automatically.

Test your a	audio and video quality
This test w	video, and connection to our servers. It will collect and analyze your browser's bitrate statisti vill take approximately 30 seconds. on on this feature please visit our wiki page.
Video Results Video Detected: Yes ⊘ Video Quality: Excellent ⊘ Video Bit Rate: 2298 kbps Video Preview	Audio Results Audio Detected: Yes ③ Audio Quality: Excellent ④ Audio Bit Rate: 32 ktps Audio Volume
	1
	Restart Test

If the Pre-Call test results are good, you can proceed to join your virtual consultation or meeting.

If the Pre-Call test fails or the results are bad:

- Make sure other applications on your computer are closed
- Double-check your internet connection
- If possible, use an ethernet or wired connection instead of wireless
- Make sure your microphone and camera are plugged in and set as a system default.

B. On a Mobile Device When Logged into your SK Virtual Visit account

From the SK Virtual Visit 'Home' Screen:

Step 1: From the bottom navigation bar, select '**Menu**', then click '**Pre-Call Test**'.

Continue with **Step 2** above.



C. On a Mobile Device When NOT Logged into a SK Virtual Visit account

From the 'Join a Meeting' Screen When Joining a Meeting You Are Invited To:

Instructions on how to get to the 'Join a Meeting' screen are covered in the 'METHOD 1 – VIDEO MEETINGS' section above.

Step 1: Click 'Test Audio and Video'.

Continue with **Step 2** above.

← Saskatchewan 💋
Join Meeting
Please enter your meeting ID and passcode to get started.
Meeting ID
Passcode 🗞
Enable microphone when the call starts
Enable camera when the call starts
Remember my preferences for future meetings
Join Meeting
Test Audio and Video
Help

JOIN YOUR 'PATIENT CONSULTATION'

'**Consultations**' are patient appointments that are scheduled for you. They include a chat, video and sometimes a phone call (if trouble accessing the video). Your healthcare provider's clinic will decide if this is the method they will use to have virtual appointments with you.

To attend these virtual consultations, you will need to:

- 1. Be invited by the healthcare provider's clinic to join their virtual clinic
- 2. Create an account with SK Virtual Visit and accept the invitation
- 3. Be logged into your SK Virtual Visit account

See instructions above under 'CREATING AN ACCOUNT' and 'LOG INTO YOUR SK VIRTUAL VISIT ACCOUNT'.

Once logged into your account, there are a few ways to find and join your scheduled consultations:

1. The 'Upcoming' tab under 'Consultations' (on mobile APP and WEB)

There are 3 sections available:

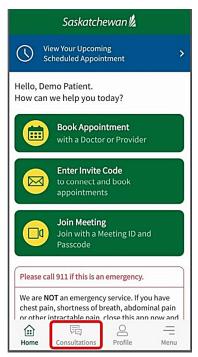
- In Progress: Consultations that are, either, in progress or not yet completed.
- **Upcoming:** Future consultations that are scheduled for you.
- **Completed:** Previous consultations that are concluded for you.
- 2. The Home Screen 'View Your Upcoming Scheduled Appointment' tab (on mobile APP only)

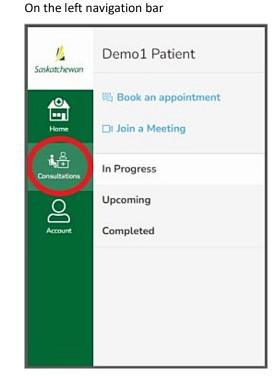
A. JOIN YOUR SCHEDULED 'PATIENT CONSULTATION' FROM THE 'CONSULTATIONS' TAB

Step 1 – From the 'Home' screen, select 'Consultations'.

Mobile APP:

On the bottom navigation bar





WEB on Desktop, Laptop or Tablet:

Step 2 - Click **'Upcoming'**, then find and select the upcoming appointment.

Mobile APP:



On WEB using a Desktop, Laptop or Tablet: On WEB, tap 'View Appointment'.

Demo1 Patient	Your Appointments			
🖏 Book an appointment	Date and Time	Virtual or In Person	Provider(s)	
DI Join a Meeting	April 15 at 04:00 pm	Virtual	E Doctor1	View Appointment
In Progress			SKVV Test Clinic	
Upcoming Completed				 A

Continue with Step 3 below.

B. Home Screen 'View Your Upcoming Scheduled Appointment' button (on mobile APP only)

Step 1: Log into your 'SK Virtual Visit' account

Step 2: Tap **'View Your Upcoming Scheduled Appointment'** from the top of the **'Home**' Screen. This message appears for appointments scheduled for 'today' only.

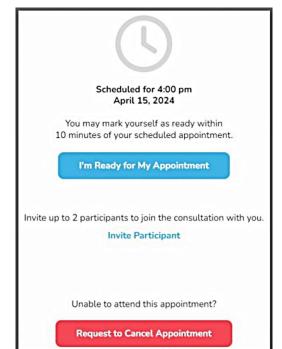
	Saskatche	ewan 🕼
	ew Your Upcomir heduled Appoint	
and the second second second	no Patient. we help you to	day?
	Book Appoin with a Doctor	CONTRACT STREET
	Enter Invite (to connect an appointments	d book
	Join Meeting Join with a Me Passcode	and the second
Please ca	ll 911 if this is an	emergency.
chest pair	, shortness of br	reath, abdominal pain
Home	Consultations	O II Profile Menu

Step 3: Your scheduled appointment will appear.

Mobile APP:

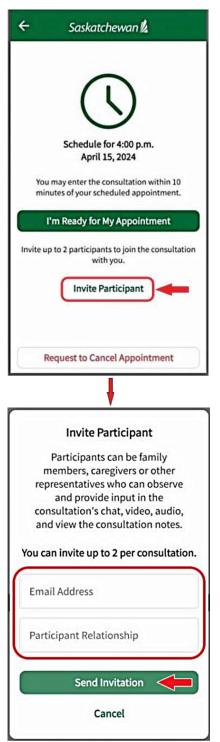


WEB on Desktop, Laptop or Tablet:



Step 4 - *Optional* - if you wish to invite a family member, caregiver or additional healthcare provider to your consultation, select **'Invite Participant'**, enter their email address and their relationship to you, then **'Send Invitation'**. You can invite up to 2 guests per consultation. Your invited guests must create a 'SK Virtual Visit' account and present a picture of themselves before they can be accepted into the consultation with you and your healthcare provider.

Mobi	le A	APP:
------	------	------

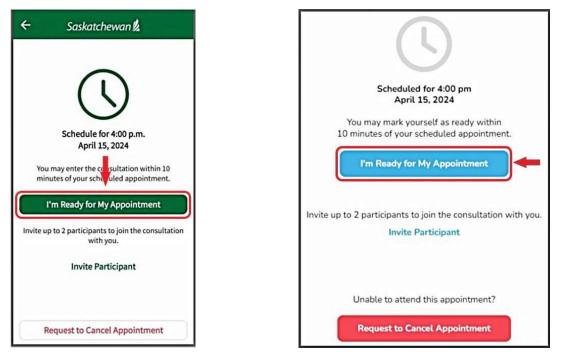


WEB on Desktop, Laptop or Tablet:

	C		
	Scheduled for April 15, 2		
	You may mark yoursel 0 minutes of your schee		
	I'm Ready for My	Appointment	
nvite up	to 2 participants to join	the consultation with yo	ou.
	Unable to attend this Request to Cancel		
		ţ	_
	Invite	Participant	
	ho can observe and provide audio, and view	bers, caregivers or other repr input in the consultation's cl v the consultation notes.	
Ema	You can invite u	up to 2 per consultation.	
6	nail Address		
Rela	ionship		
W	hat relationship do you f	have with this person?	
	Sen	d Invitation	
		Cancel	

Step 5 - Select **'I'm Ready for My Appointment',** which highlights at approximately 10 minutes before your scheduled appointment time. Until that time it is greyed out and you are unable to enter your appointment.

Mobile APP:



Step 6 - You will be taken into the consultation chat area where **you should remain ready and wait for your healthcare provider.** This is similar to your doctor's waiting room. The doctor will message in the chat once they enter the consultation. Respond to them with a chat message.

Mobile APP:

÷	Saskatchewan 💈 🚥
•	Waiting for E Doctor1 to connect View Participants
	Monday, 15/04/2024
	E Doctor1 has been assigned to the consultation.
	This consultation is for Demo1 Patient. Ith Card: 123456789 DOB: Jan 01, 2000.
	4.32 p.m.
Ap	pointment Reason: Feeling III or Infection
	4:32 p.m.
0	emo1 Patient is now marked as ready.
	4:32 p.m.
්	D Type a message

WEB on Desktop, Laptop or Tablet:

	on for Demo1 Patient		(2)
Created April	15. 2024		Add Reques Participant Cance
We need y	our permission to access the camera and microphone. Permissio	n is required to speak to a doctor or care provid	der. Enable Permissions
DP	Demo1 Patient	\sim	
	View Participants		Waiting for E Doctor1 to connect
	E Doctor1 has been	assigned to the consultation.	
		pr 15, 4:32pm	
	This consultation is for Demo1 Patient	. Health Card: 123456789 DOB: Jan 01, 2000.	
		pr 15, 4.32pm	
	Appointment Rea	son: Feeling Ill or Infection	
	A	pr 15, 4.32pm	
	Demo1 Patient	is now marked as ready.	
0		pr 15, 4:32pm	
-			
Message			

WEB on Desktop, Laptop or Tablet:

CANCEL AN APPOINTMENT

Note: It is important you know your clinic's 'cancellation policy' to prevent potential charges for late cancellations.

TO CANCEL 'VIDEO MEETINGS', YOU MUST -

contact your healthcare provider's clinic directly

TO CANCEL 'PATIENT CONSULTATIONS', YOU MAY EITHER -

- contact your healthcare provider's clinic directly, <u>OR</u>
- log into your 'SK Virtual Visit' account and follow the steps below

If required, refer to instructions above under 'JOINING A SCHEDULE PATIENT CONSULTATION'.

Step 1 - After logging into your SK Virtual Visit account, select 'Consultations'.

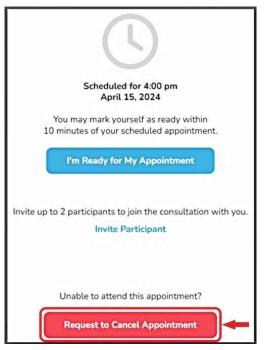
Step 2 - Click **'Upcoming'**, then find and select the applicable appointment.

Step 3 - Click 'Request to Cancel Appointment'.

Mobile APP:



WEB on Desktop, Laptop or Tablet:



Step 4: Click the drop-down arrow which will show three reasons for you to choose from. This reason is provided to your healthcare provider.

Mobile APP:

				n for yo ovider	
	cance	the a	ppoir	tment needec	and
Re	ason fo	ır Requi	est		Ċ
	f	Reque	st to C	ancel	
		c	ancel		

WEB on Desktop, Laptop or Tablet:

Req	uest To Cancel Appointm	ent
	for your request. Your provider i reschedule if needed.	will cancel the
Reason for Cancellatio		•
Reason for Re	quest	\odot
	Request to Cancel	
	Cancel	

Step 5: Select a reason.

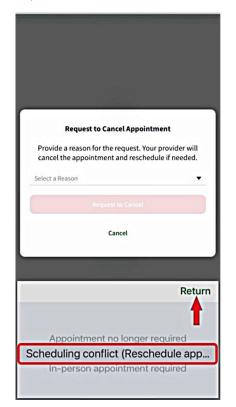
Android Device:

Tap on one of the 3 reasons to choose it.

÷	Saskatchewan 💋
	Request to Cancel Appointment
	Provide a reason for your request. Your provider will cancel the appointment and reschedule if needed.
	pointment no longer required reduling conflict (Reschedule appointment)
In-p	person appointment required
	Request to Cancel
	Cancel
	Request to Cancel Appointment

Apple iOS Device:

Tap on a reason, then click 'Return'.



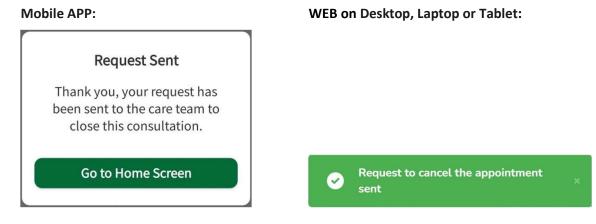
WEB on Desktop, Laptop or Tablet:

Select one of the 3 reasons.

	ider will cancel the
opointment and reschedule if needed.	
eason for Cancellation	
Reason for Request	^
Appointment no longer required	
Scheduling conflict (Reschedule appoint	ment)

Step 6: Once your reason appears in the '**Reason for Request**' box, click '**Request to Cancel**'.

You will receive confirmation that your request to cancel has been submitted and your healthcare provider's clinic will be notified.



ACCOUNT INFORMATION

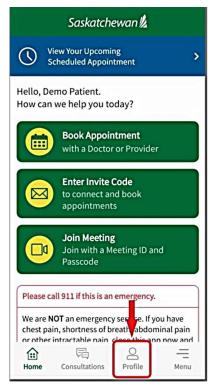
<u>Note</u>: Changes to your 'SK Virtual Visit' account profile information <u>does not</u> update your government 'Vital Statistics' or 'MySaskHealthRecord' information. You will need to contact them directly to make changes.

A. Profile - Personal Account Information, Email or Password

Step 1: Open your account 'Profile'

Mobile APP:

On the bottom navigation bar



WEB on Desktop, Laptop or Tablet: On the left navigation bar, select 'Account', then 'Profile'



Step 2: Enter or change your personal information.

Step 3: Select 'Done' (on the Mobile APP) or 'Save Changes' (on the WEB).

NOTE: After changing your email or password, a confirmation email will be sent to you.

B. Two-Factor Authentication (2FA)

Two-Factor Authentication (2FA) is a step that provides an additional layer of security to protect your sensitive information, such as passwords, from threats.

When enabled, at log in, you will be asked to type in a code that is sent to you via SMS text message to the cell phone number indicated in your profile settings.

For patients, two-factor authentication is optional, however highly recommended.

Step 1: Open your account 'Profile'.

Step 2: Scroll down and select 'Enable Two-Factor Authentication'.

Mobile APP:

'Profile' on the bottom navigation bar

← Saskatchewar	1/2
Health Card	>
Birthday and Gender	>
Preferred Pharmacy	>
Enter Clinic Invite Code	>
Security	
Change Password	>
Enable Two-Factor Authentio	cation
Deactivate Account	>
Home Consultations	Henu

Profile		

Profile				
My Family				<u></u>
Notifications	Age and Gender			Health Card Number
Preferred Pharmacy	Birth Year	Birth Month	Birth Day	
Care Provider	2000 🗸	January 🗸	1 ~	Health card numbers are differe be on the front of your health ca
Pre-Call Test				Health Card
Terms of Service	Gender			
Privacy Policy	Male 🗸			
Consent Form				
	Save Changes	Discard Changes		
	Two-Factor Auther	ntication		
	Use your phone number	to enabled Two-Factor Au	thentication to add an extra	layer of security to your account.
	En	able Two-Factor Authent	ication	-

Step 3: Select 'Enable Two-Factor Authentication' or 'Disable Two-Factor Authentication'

Mobile APP:	WEB on Desktop, Laptop or Tab
← Saskatchewan 💋	
Enable Two-Factor Authentication	Enable Two Factor Authentication
When logging in, you will be asked to type in	• •
a code that we send to you via SMS. This increases the security of your account	When logging in, you will be asked to type in a cod send to you via SMS.
to keep your information safe.	This increases the security of your account to kee information safe.
	Enable Two Factor Authentication
Enable Two-Factor Authentication	Cancel

Step 4: A 6-digit authentication code will be sent via text message to the cell number indicated in your profile. Enter the code and 2FA will be enabled or disabled.

et:

WEB on Desktop, Laptop or Tablet:

'Profile' on the left navigation bar, under 'Account'

C. Permission Settings / Notifications

Mobile APP:

Allow permissions for camera, microphone and notifications.

Found under 'Menu' > 'Permission Settings'

WEB on Desktop, Laptop or Tablet:

Shows the email address and cell phone number where you will receive notifications from your healthcare provider's clinic. These details are taken from your account 'Profile' settings.

Found under 'Account' > 'Notifications'

D. Preferred Pharmacy

This feature allows you to select your preferred pharmacy from a map. This information will be visible to your healthcare provider's clinic during patient consultations.

Mobile APP:	WEB on Desktop, Laptop or Tablet:
Found under ' Profile ' > ' Preferred Pharmacy '	Found under 'Account' > 'Preferred Pharmacy'

E. Care Provider

The list of Healthcare Providers you are connected to through the platform.

Mobile APP:	WEB on Desktop, Laptop or Tablet:
Found under ' Book Appointment' (on 'Home' screen)	Found under 'Account' > 'Care Provider'

F. Terms of Service, Privacy Polic	cy & Consent Form
Mobile APP:	WEB on Desktop, Laptop

Found under 'Menu'

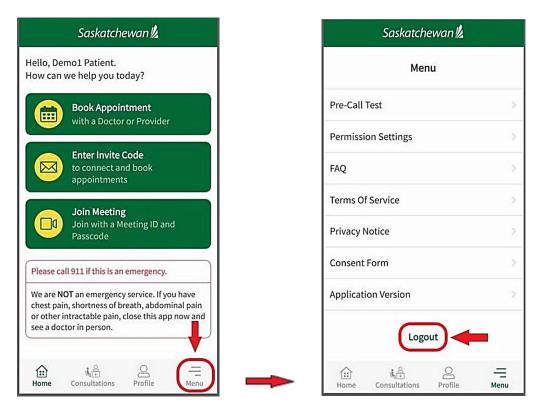
WEB on Desktop, Laptop or Tablet: Found under 'Account'

G. APP Version	
Mobile APP:	WEB on Desktop, Laptop or Tablet:
Found under 'Menu' > 'Application Version'	Not applicable

LOG OUT OF 'SK VIRTUAL VISIT'

A. On the Mobile APP:

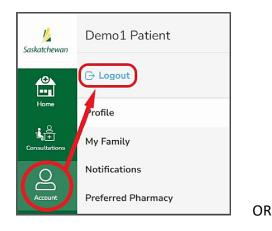
Select 'Menu' along the bottom of your screen, then click 'Logout'



B. On the WEB:

There are two ways to Log out:

1. Select 'Account', then 'Logout'



2. Click '... More', then 'Logout'



GLOSSARY

Account Member (Patient)	A person who is being seen with a virtual appointment
Android	An operating system, including many applications; is used for many devices like Samsung, Sony and Google (Pixel) devices
Application (APP)	A program or piece of software that is accessed by a device to let people use a system
Bluetooth	A way to connect wireless headphones, microphones and/or speakers to devices. The device needs to support Bluetooth.
Caregiver	A person who helps care for a patient
Consent Form	A form that needs to be read and agreed to, that includes information like risks or costs that may happen when using the application
Consultation (Appointment)	An appointment or meeting with a healthcare provider.
Desktop Computer	Is a larger style device that sits on a working surface, such as a desk. It may or may not include an attached tower where all files and information are stored to run the computer, as well as a wired/wireless keyboard, wired/wireless mouse and wired/wireless headphones. A screen, much like a tv is also attached by wire to the tower.
Healthcare Provider	A person or people that provide medical care or help. These can be Doctors, Nurse Practitioners, Nurses, Midwives, Radiologists, Labs, Hospitals, Clinics and Pharmacists.
Invitation (Invite) Code	A code of letters and numbers, given to you by the clinic so that you can be added to the clinic
iOS	An operating system, including many applications; is used for mobile devices that are made by Apple Inc such as the iPad or iPhone
Junk (Spam)	A file in your email account for storing unwanted email, or emails the email system designates as Junk or Spam.

A battery-operated computer that is easy to move, it usually has the screen and keyboard built right into the computer
A video meeting with your healthcare provider where you do not require an account with SK Virtual or if you do, do not need to be logged into your account (if you have one).
A small wireless computing device that can be held in the hand and usually has telephone capabilities. E.g. iPhone, Galaxy phone, pixel phone, Personal Digital Assistant
A reminder or information that is sent to you by an application
An application, working in the background of a device, that manages all the other applications
An explanation of what a company is and isn't going to do with information that has been provided within the application
A way to see appointment times that are available and/or times that are not
A thin, battery-powered computer that usually uses an on-screen keyboard because there is no keyboard attached or the keyboard can be removed.
Rules that have to be followed to be able to use an application
A number of images are shown back-to-back in a way that shows movement and is usually connected to the sounds that were happening when the images were being stored
An internet-based meeting with a healthcare provider. In SK Virtual Visit, a consultation can involve multiple healthcare providers and include multiple video and text chats
An application used to access the Internet.
An additional safety step when logging into an account, where you receive a code that is sent to you as you are logging in. The code is sent to a cell phone number on file via SMS text message to help make sure that the right person is logging in.