SK Virtual Visit – Patient Views

Using SK Virtual Visit, healthcare providers can conduct video visits with patients in two different ways:

1. Video Meetings (Scheduled or On Demand)
2. Patient Consultations (Scheduled only)

1 - VIDEO MEETINGS

- The patient workflow is the same for both 'scheduled' and 'on demand' video meetings.

- It is not necessary for patients/clients/participants to be invited by your clinic to create a SK Virtual Visit account.

- Participants can join the meeting they've been invited to by clicking the '**https/…**' quick link your clinic sends them via email or SMS before the meeting.

Join Virtual Health Meeting

https://virtualvisit.saskatchewan.ca/app/j/⬛⬛⬛⬛⬛⬛⬛?pwd=⬛⬛⬛⬛⬛

Title: Follow-Up w Demo Patient
Time: August 13th 2025, 9:00-9:15am CST (-06:00)
ID: ⬛⬛⬛⬛⬛⬛⬛
Passcode: ⬛⬛⬛⬛⬛

To ensure your call goes smoothly, please test your device and internet connection by clicking on the 'Test Your Connection' button. You can access this button by clicking the meeting invite link.

If the results show that one or both are not working correctly, call 1-306-988-2578, then press option '1' and you will be connected with someone from SK Virtual Visit support that will be able to assist you. This phone number is available from 8:00 AM to 5:00 PM CST from Monday to Friday.

IF using a mobile device and this green screen appears, they click '**Continue on Web'** OR they may download the **SK Virtual Visit** app from their app store (optional).

(If they do not see this screen, they may still download the app by opening their device's app store and searching for **SK Virtual Visit**.)

Whenever prompted they should '**Allow'** both camera and microphone.

Note: Their prompt may differ slightly from this example, depending on the browser and device they are using.

They will be directed to the **'Join Meeting'** screen.

On the Web Using a Mobile Device:

On the APP Using a Mobile Device:

On the Web Using a Laptop/Desktop:


- It is recommended they leave their microphone and camera turned '**ON**', then may turn them 'OFF' once in the video.

- '**Test Your Connection/Test Audio and Video**' - they may test their device's camera, microphone and connectivity to the internet and servers. It runs for approximately 30 seconds then will provide results.

- They **must** enter their name to identify themselves to the meeting host.

- If they want their camera/microphone settings and name saved for next time, they check '**Remember my preferences**'.

- When they are ready, they click '**Join/Join Meeting**'.

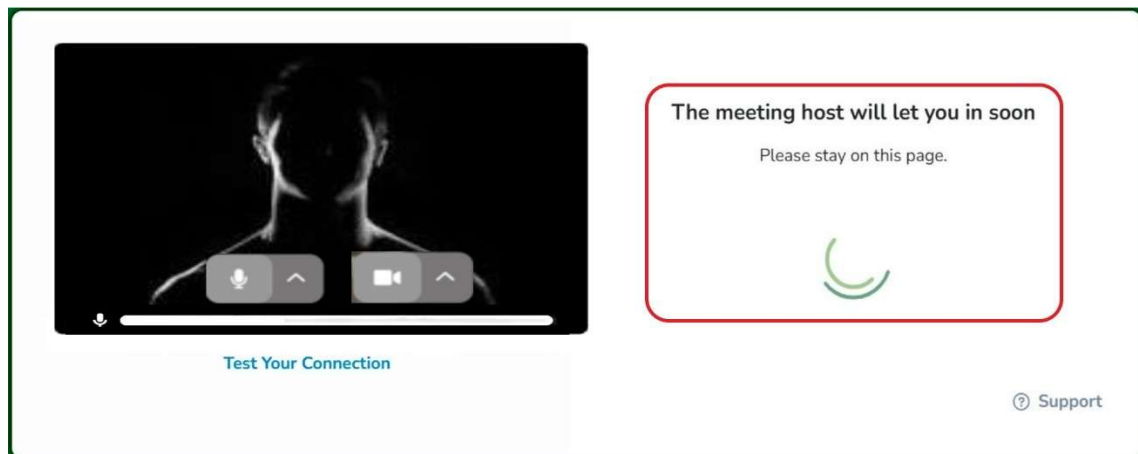- They will be prompted to stay on this page until the meeting host lets them in:

On the Web Using a Mobile Device: **On the APP Using a Mobile Device:**
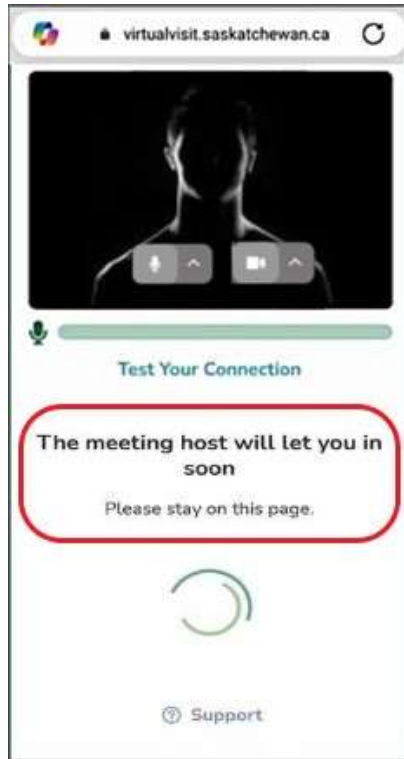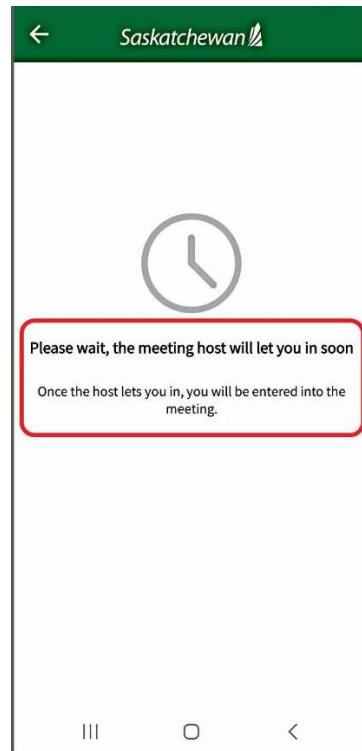
On the Web Using a Laptop/Desktop:

2 - PATIENT CONSULTATIONS

- If your clinic is seeing patients/clients using patient consults, those patients **DO need to be invited by your clinic as virtual patients and much create SK Virtual Visit accounts**.

- They will log into their account on the web using any device (laptop or mobile) at https://virtualvisit.saskatchewan.ca/, OR on a mobile device they may download and open the **SK Virtual Visit** app from their App Store.

- After logging into their account, they may access their appointment(s) under the '**Consultations**' tab.

2.1 - 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 properly connect them to your virtual clinic. (After your patient has used these links and completed their account registration, these links will no longer work.)

- They must login at either **https://virtualvisit.saskatchewan.ca/** or by opening the '**SK Virtual Visit**' app (if downloaded onto their mobile device).

A - Patients Who Previously Have Created a 'SK Virtual Visit' Account:

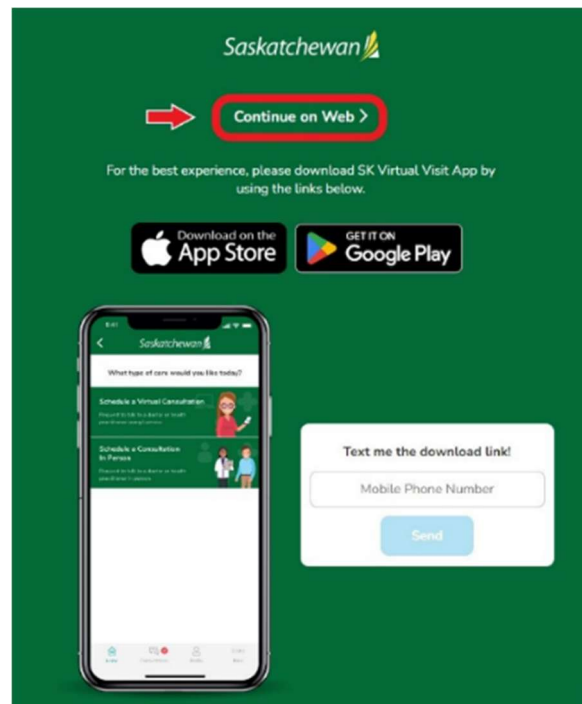**'Step 3' in the email** (refer to image above) -

- They click the blue '**Accept Invitation**' button.

- Then log into their existing account using the email and password they used to create their account.

- After logging in, they will be joined with your virtual clinic as a virtual patient.

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

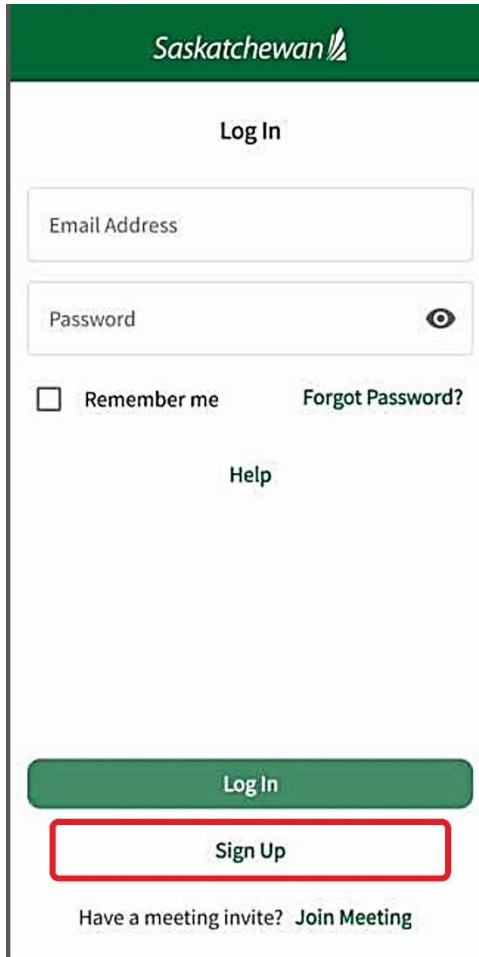**'Step 1 & 2 (Create a new account)' in the email** (refer to image above) -

They click <u>either</u>,

- The '**App Store**' button and download **SK Virtual Visit** (Apple mobile devices)

- The '**Google Play**' button and download **SK Virtual Visit** (Android mobile devices, i.e. Samsung, etc.)

- The green '**website**' (any device), then click '**Continue on Web**' (if this screen appears)
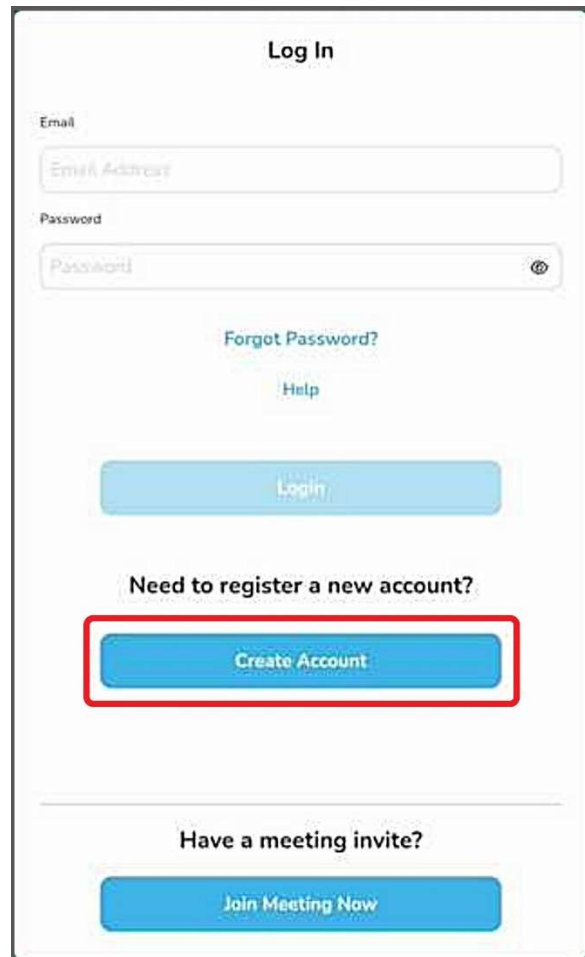
The Login Screen -

On the APP, they click '**Sign Up**'
On the WEB, they click '**Create Account**'

The 'Account Information' screen -

- They must complete all fields:
  - · First name
  - · Last name
  - · Email address
  - · Date of birth
  - · Gender
  - · A unique secure password, completing all password requirements
  - · Check that they have read & agree with the '**Terms**' and '**Privacy Policy**'
  - · Check that they agree to the '**Consent Form**'

- They then click '**Continue**'.

'Email Verification' screen & Email #2 –

After they complete the '**Account Information**' screen, they will receive a second email which provides a '**Confirmation Code**' to verify their email address. (If they do not receive the 2nd email, in either their Inbox, Spam or Junk folders, they may click '**Re-send Confirmation Code**' on the 'Email Verification' screen.)

There are two ways to enable the 'Confirmation Code' (both options do the same thing):

1. They bypass the '**Email Verification**' screen and simply click the '**here**' hyperlink within this 2nd email.
2. They manually enter the '**Confirmation Code**' provided in this 2nd email onto the '**Email Verification**' screen, then click '**Confirm**'.

- If prompted, they click '**Accept Invitation**' and will now be joined to your clinic.

- They should complete their '**Pre-Consultation Checklist**' to 100%.
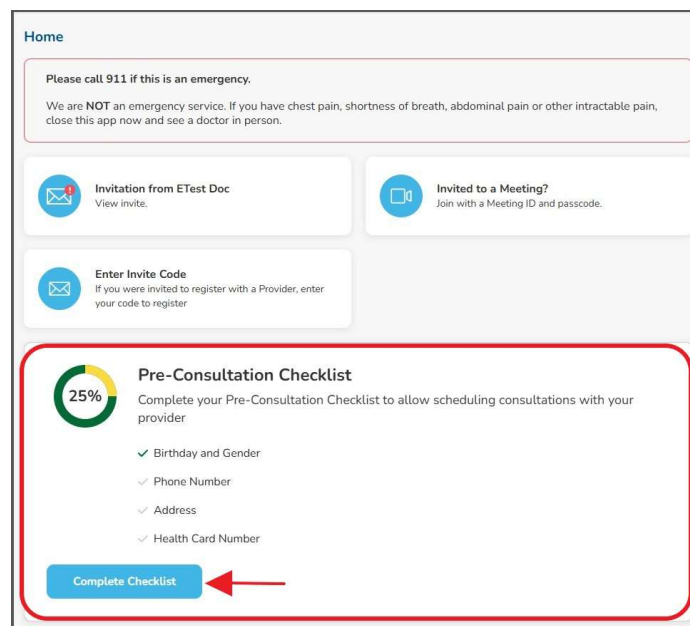
2.2 - PATIENTS INVITED WITH AN 'INVITE CODE' PROVIDED BY THE CLINIC

Each time your clinic invites a patient, an '**Invite Code**' is created.

- The code may be found under **Clinic > Patients > Invited Patients.**

- You can provide this code to your patient, verbally or via text.

- Once the patient creates and logs into their account, they would click **'Enter Invite Code'** on their 'Home' page.

- They enter the code provided by you and click **'Submit'**.

They will now be joined to your clinic and should complete their '**Pre-Consultation Checklist**'.

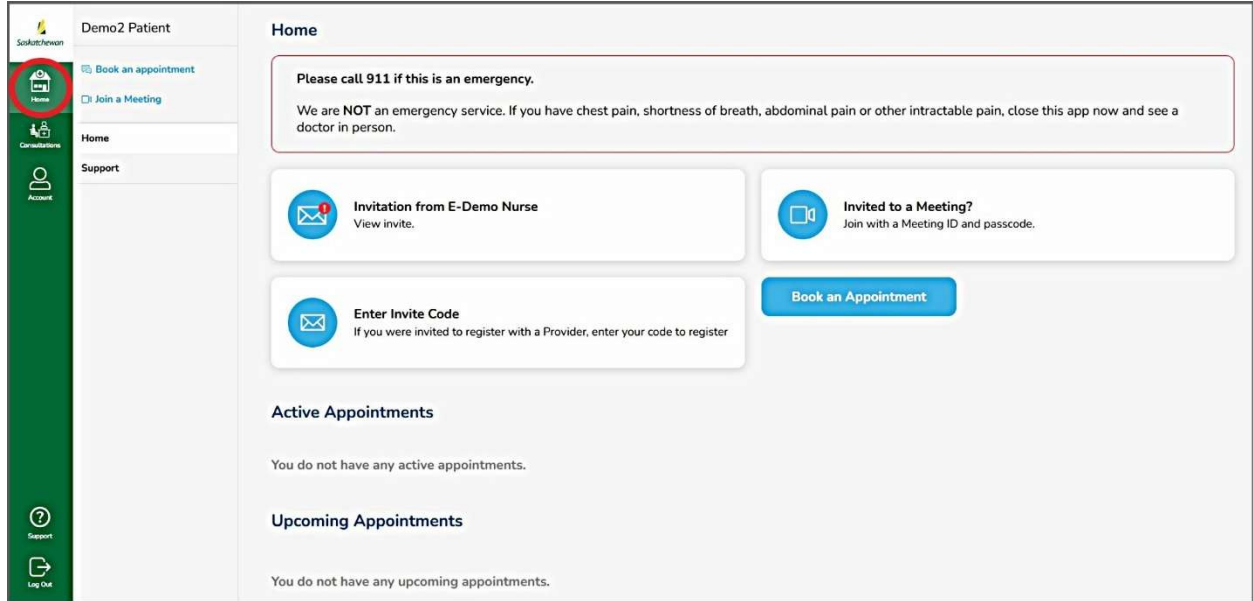## Patient Features within SK Virtual Visit

On the WEB – There are five sections along the left green navigation bar:

| Home	Consultations	Account	Support	Logout

THE 'HOME' SCREEN

'Book an appointment' – patient self-booking is deactivated and not available at this time.
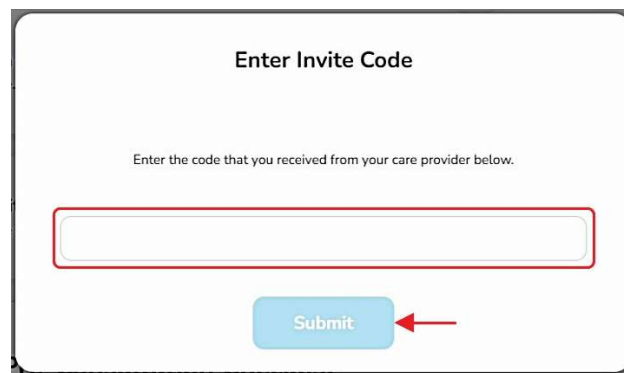
'Invitation from a care provider' – this only appears if your patient has an outstanding invitation to join a clinic. Once they click this button and '**Accept**' the invitation, this will disappear from their '**Home**' screen.

'Invited to a Meeting?' – patients may join a meeting after logging into their account.

- If prompted, they must 'allow/enable' their camera and microphone. They must manually enter the Meeting ID and Passcode provided in the email, enable/disable 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.*

- They may test their audio and video equipment & connectivity prior to joining the meeting by clicking the '**Test Your Connection**' button. The test takes approximately 30 seconds then will provide results.
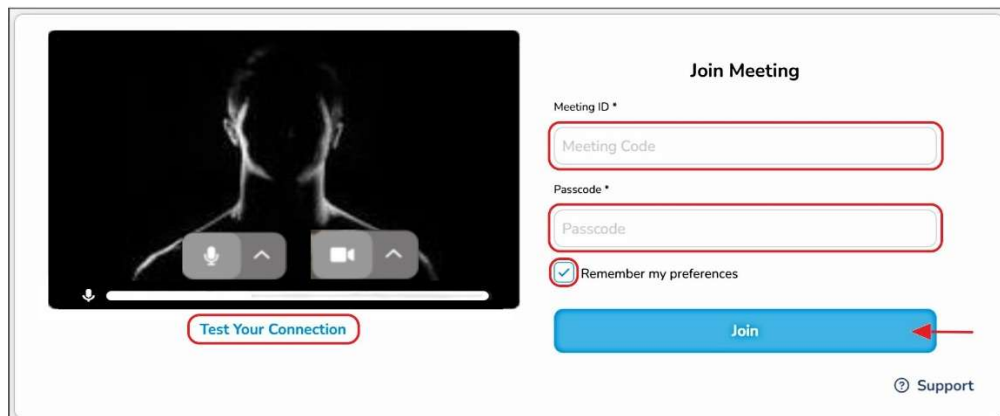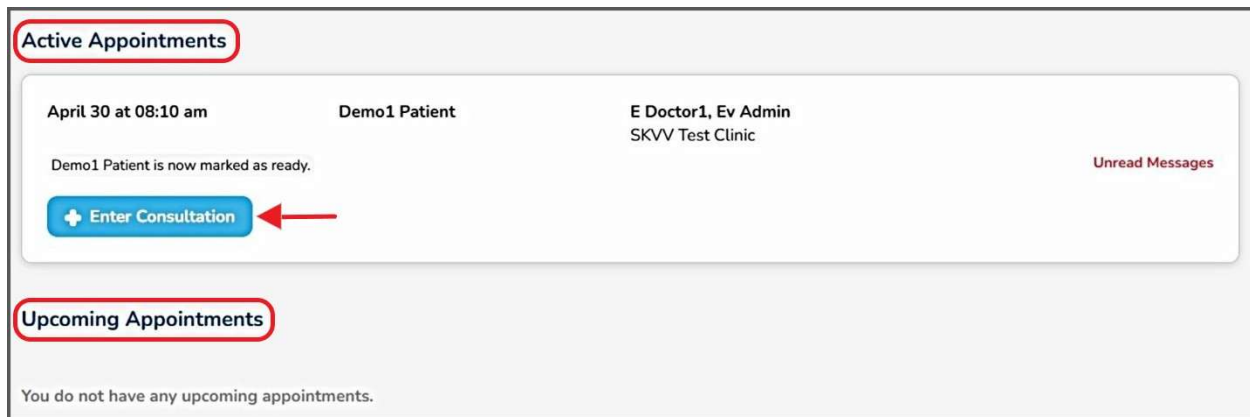
'Enter an Invite Code' – when patients are invited to join your virtual clinic with an invite code provided by your clinic (rather than via an email invitation), they create an account, click this button, manually enter the invite code, then click '**Submit**'. They will then appear under your 'Patients' list when you search for them.
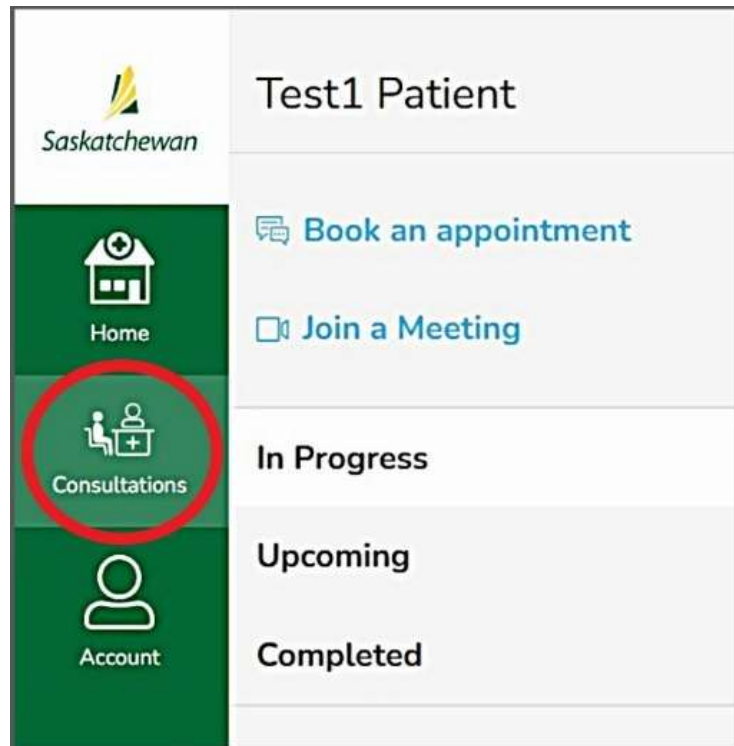

'Active Appointments/Upcoming Appointments' – the patient can quickly view or enter their scheduled patient consultations or do so from the '**Consultations**' tab (see below).

Note: this is not where they access scheduled 'Meet Now' video meetings.

THE 'CONSULTATIONS' SCREEN

This is where patients go to find and attend their scheduled, in progress & completed patient consultations.

Note: this is <u>not</u> where they access scheduled 'Meet Now' video meetings.

There are 3 sections available:

- **In Progress –** appointments that are currently active (entered by the healthcare provider 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. *Note: as soon as the clinician enters the patient consultation, it will move into the 'In Progress' section.*

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

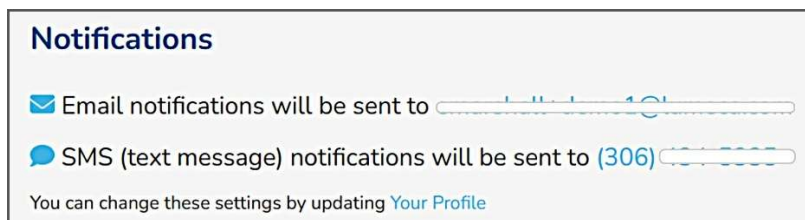- **Profile** – patient's account information, including email address, first & last name, address, phone numbers, date of birth, gender and health card number). Patients may add a profile picture or edit any of their account information, including changing their account password. This is also where they may enable two-factor authentication (recommended but optional for patients). They must remember to '**Save Changes**'.
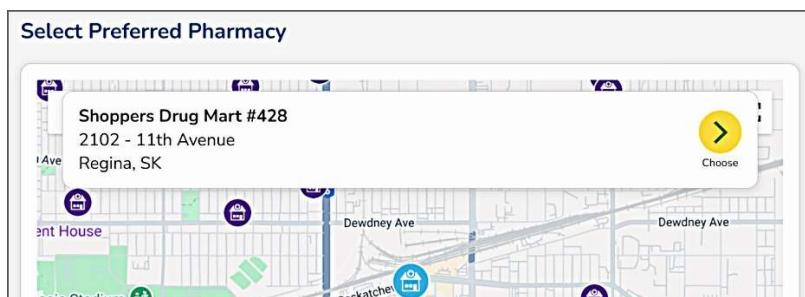
▪ **My Family** – the dependents feature is disabled at this time.

Dependents

Your dependents
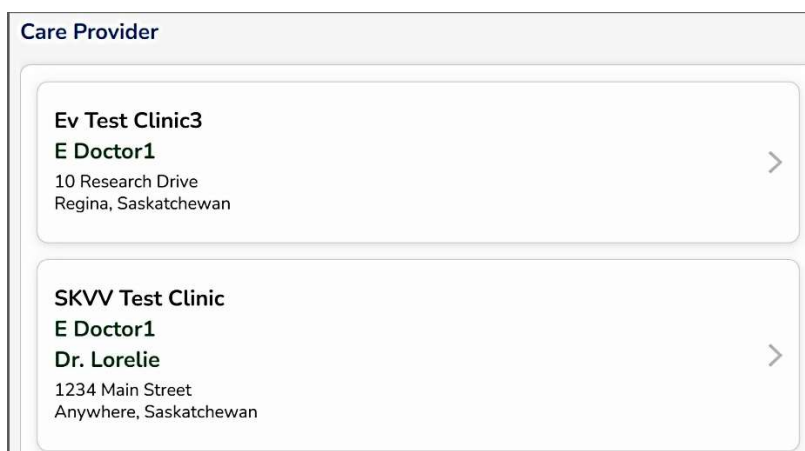Dependents   Action

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▪ **Notifications** – displays their email and mobile number where appointment notifications will be sent from the clinic. This is automatically updated if they revise their email address and/or mobile number in their profile info.

Notifications

✉ Email notifications will be sent to

💬 SMS (text message) notifications will be sent to (306)

You can change these settings by updating Your Profile

▪ **Preferred Pharmacy** – a map where the patient may click on one of the blue circles to choose the pharmacy they normally deal with.

Select Preferred Pharmacy

Shoppers Drug Mart #428
2102 - 11th Avenue
Regina, SK   ⟩ Choose

▪ **Care Provider** – a list of clinics the patient is joined with through SK Virtual Visit.

Care Provider

Ev Test Clinic3
E Doctor1
10 Research Drive
Regina, Saskatchewan   ⟩

SKVV Test Clinic
E Doctor1
Dr. Lorelie
1234 Main Street
Anywhere, Saskatchewan   ⟩

▪ **Pre-Call Test** – test of device's audio, video, & connectivity to the internet and servers. The same feature as the clinic users have under their 'Account' screen.

▪ **Terms of Service** – legal agreement between patient and eHealth Saskatchewan regarding use of SK Virtual Visit.

▪ **Privacy Policy** – privacy standards for patient's PHR.

▪ **Consent Form** – patient's acceptance of consent to use SK Virtual Visit for personal healthcare by their clinician(s).

SUPPORT SCREEN
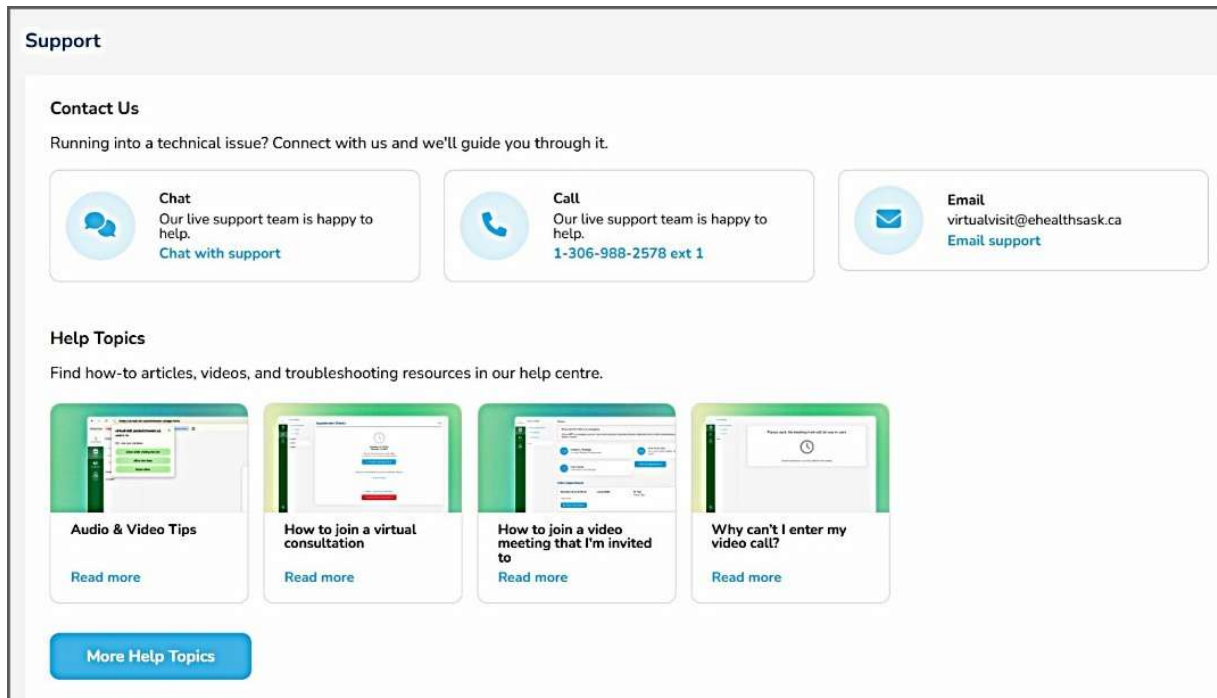
- **Contact Us** – users, including patient may contact our Support via chat, phone call or email. Support is provided by our live agents, not AI.

- **Help Topics** – there are many step-by-step articles and videos available on our Zendesk. Users may click on these example articles, the 'More Help Topics' button and may 'Search' by specific words once in our Zendesk.

LOG OUT SCREEN

- It is recommended that users log out at the end of their sessions or if leaving their device unattended
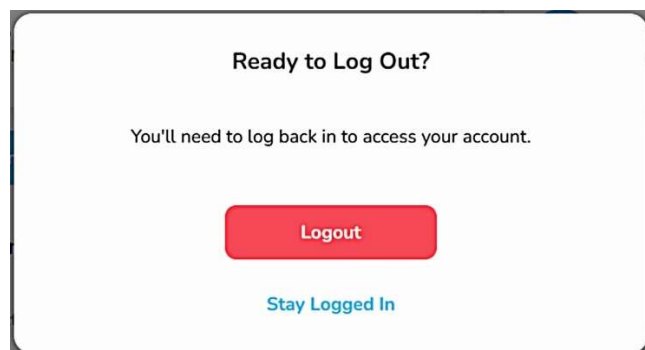
- Users who do not log out manually are automatically logged out after approximately four hours of inactivity. A two-minute countdown will warn them that they will be logged out.