

SK Virtual Visit Patient Experience

This document outlines the patient experience for both types of video appointment options:

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

Video Meeting	Consultation
<p>Meetings allow you to quickly talk with a patient, their participants and other care providers.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Invite other participants <input checked="" type="checkbox"/> Record Video <input type="checkbox"/> Patient Information and History <input type="checkbox"/> Past Consultations <input type="checkbox"/> Note Taking <input type="checkbox"/> Kept in Patient's History <p style="text-align: center; margin-top: 10px;">Schedule Video Meeting</p>	<p>A consultation is the preferred way to see and speak to a patient for diagnosis and questions.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Invite other participants <input checked="" type="checkbox"/> Record Video <input checked="" type="checkbox"/> Patient Information and History <input checked="" type="checkbox"/> Past Consultations <input checked="" type="checkbox"/> Note Taking <input checked="" type="checkbox"/> Kept in Patient's History <p style="text-align: center; margin-top: 10px;">Schedule Consultation</p>

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/7777777777?pwd=CCCCCCCC>
←

Title: Follow-Up w Demo Patient
 Time: August 13th 2025, 9:00-9:15am CST (-06:00)
 ID: 7777777777
 Passcode: CCCCCC

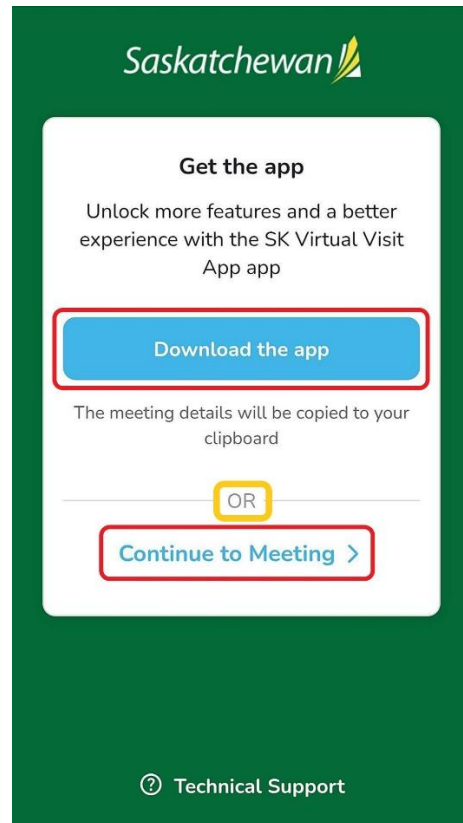
To ensure your call goes smoothly, please test your device and internet connection by clicking on the 'Test Your Connection' button. You can access this button by clicking the meeting invite link.

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.

Note: Patients may also join a meeting they were invited to from the following locations; however, they will need to manually enter the Meeting ID and Passcode:

- The SK Virtual Visit Login screen – **Join Meeting Now** button
- The Home screen if logged into an account – **Invited to a Meeting?** button

- **IF** using a mobile device and this screen appears, they have the option to **Download the app** (SK Virtual Visit) or **Continue to Meeting** (uses the web).
- If they do not see this screen, they may still download the **SK Virtual Visit** app in their device's app store.



- 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:

virtualvisit.saskatchewan.ca

Test Your Connection

Enter your name

Name *

Patient

Remember my preferences

Join

View Meeting ID

On the APP Using a Mobile Device:

Saskatchewan

Join Meeting

Please enter your meeting ID and passcode to get started.

Meeting ID

Passcode

Your Name

Demo Patient1

Enable microphone when the call starts

Enable camera when the call starts

Remember my preferences for future meetings

Join Meeting

Test Audio and Video

On the Web Using a Laptop/Desktop:

Enter your name

Name *

Name

Remember my preferences

Join

View Meeting ID

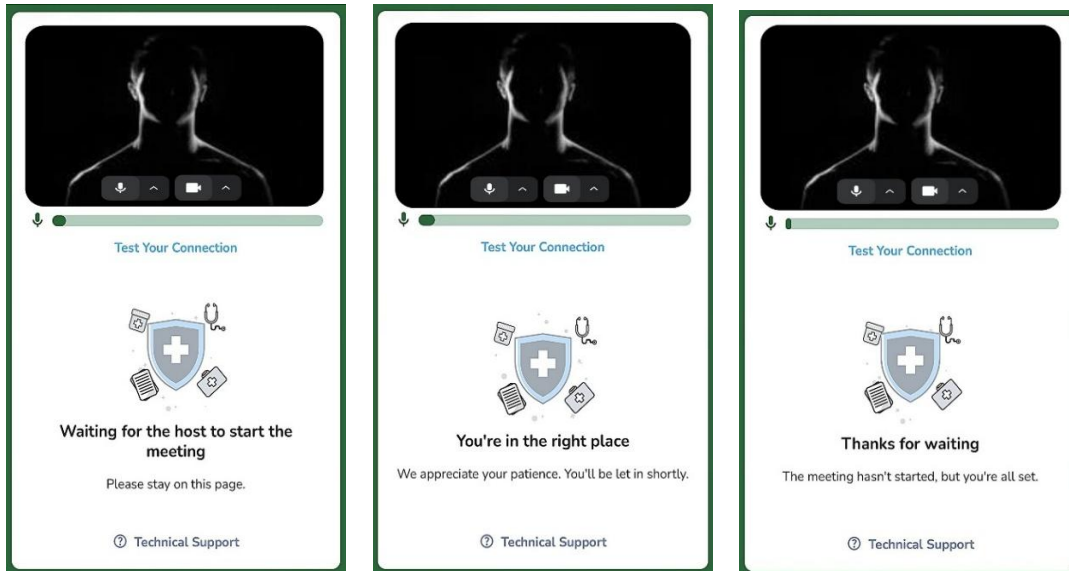
Support

- 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 one minute 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**.

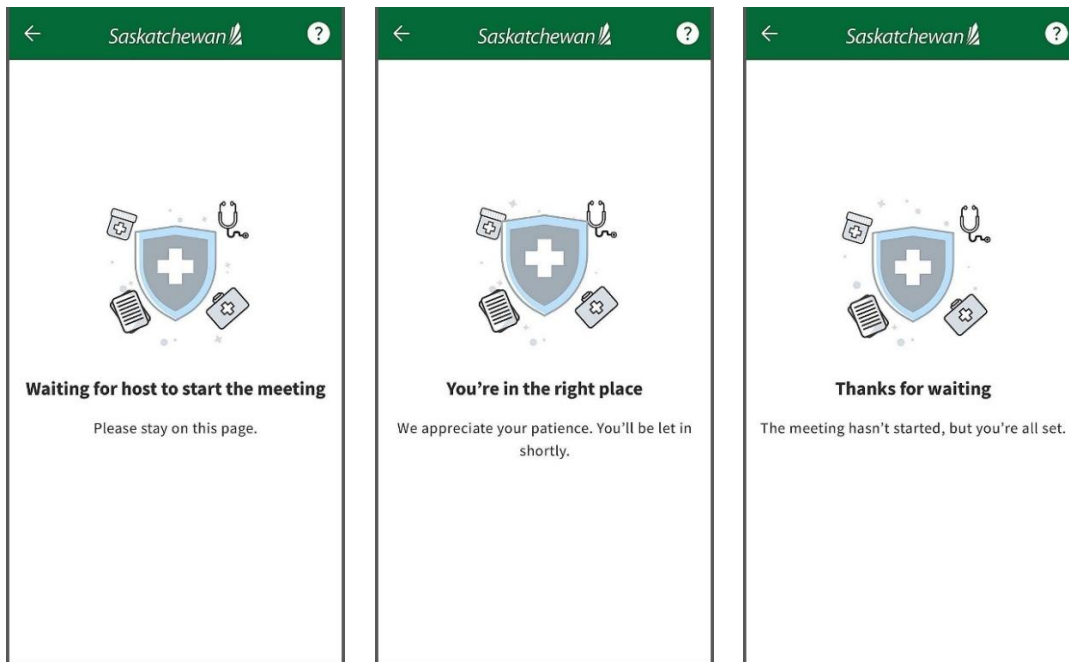
□ They will be prompted to stay on this page until the meeting host lets them in – the message alternates every 30 seconds:

- *Waiting for the host to start the meeting – Please stay on this page*
- *You're in the right place – We appreciate your patience. You'll be let in shortly.*
- *Thanks for waiting – The meeting hasn't started, but you're all set.*

On the Web:



On the APP:



If denied admission by the meeting host, they will see this prompt. →

- If this was a mistake, they may make another attempt to join the meeting.



If they drop from the meeting by mistake or due to poor internet, they may re-enter it by again clicking the '<https://...>' quick link in the email, as long as the meeting is still active.

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 must create SK Virtual Visit accounts (instructions below).

- Afterwards, they will log into their account at <https://virtualvisit.saskatchewan.ca/>, OR on a mobile device they may download and open the **SK Virtual Visit** app.
- After logging into their account, they may access their appointment(s) under the **Consults** 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.)



Your Health Care Provider, Doc Marshall, has invited you to register with SKVV Test Clinic in the **SK Virtual Visit App**.

Get Started

Before Doc Marshall can start booking appointments with you, you need to set up your account and accept their invitation to SKVV Test Clinic.

Follow our easy how-to steps and you will be set up within a couple of minutes.

1. Download the app → SEE INSTRUCTIONS "B" BELOW

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.





NEW ACCOUNT USING THE 'APP'

Don't have a mobile device?
No need to worry, you can also use the website ← NEW ACCOUNT USING THE 'WEB'

2. Log in or Create a new account

If you already have an account for the SK Virtual Visit App, log in. If you do not have account, you will need to create a new one.

3. Accept the invitation to register with SKVV Test Clinic → SEE INSTRUCTIONS "A" BELOW

Once you are logged in, open this email on your device, then click **Accept invitation**:

Invitation from Doc Marshall

SKVV Test Clinic

Invite Code: **3H4MR7**

Accept invitation

← WITH EXISTING ACCOUNT

If you were not prompted to accept the invitation from the link, you can tap the **Enter an Invite Code** button on the home screen to enter your invite code: **3H4MR7**.

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.

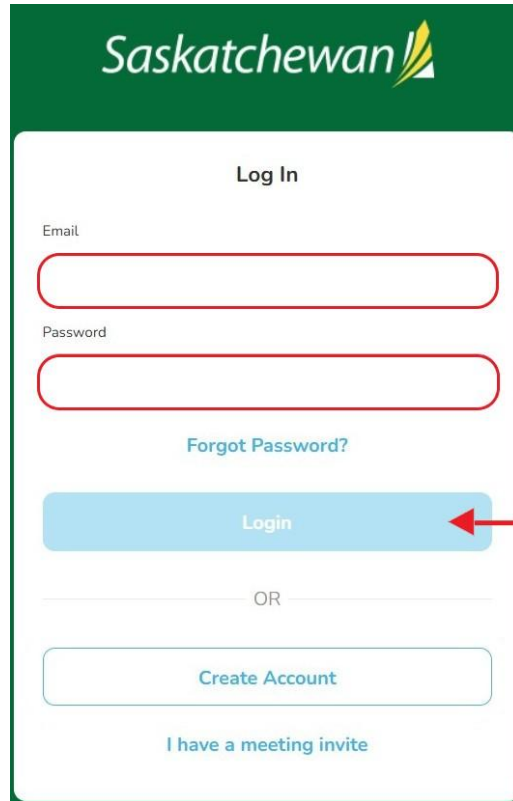
Need Assistance?

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

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

'Step 3' in the email (refer to the 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.



The image shows a mobile application interface for logging in. At the top is a green header with the 'Saskatchewan' logo. Below this is a white card with the title 'Log In'. There are two input fields: 'Email' and 'Password', both with red outlines. Below the password field is a blue link 'Forgot Password?'. A prominent blue button labeled 'Login' is highlighted with a red arrow pointing to it from the right. Below the 'Login' button is a horizontal line with 'OR' in the center. Underneath is a light blue button labeled 'Create Account'. At the bottom of the card is a blue link 'I have a meeting invite'.

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 in the email (refer to the image above) -

- They click either,
 - 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** (using any device)

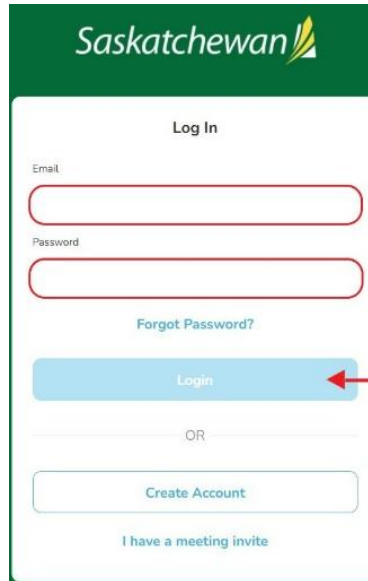
*On the APP, they may have to click **Sign Up***

They will be asked whether or not they currently have an SK Virtual Visit account.



The image shows a green header with the Saskatchewan logo. Below it is a white box with the text "Welcome 🌻" and "Do you have an account?". There are two buttons: "Yes" (white with blue border) and "No" (solid blue).

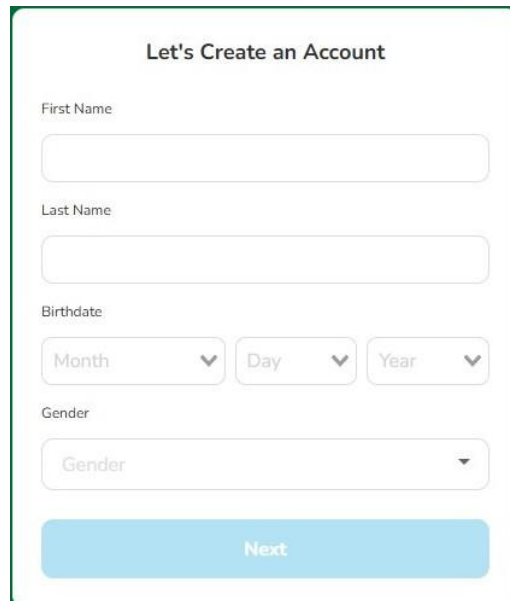
- ☐ **If Yes**, they will be directed to the Login screen where they enter the email address and password used to create their account, then click **Login**.



The image shows a green header with the Saskatchewan logo. Below it is a white box with the title "Log In". There are two input fields: "Email" and "Password", both with red borders. Below the "Password" field is a link "Forgot Password?". There is a blue "Login" button with a red arrow pointing to it. Below the "Login" button is a horizontal line with "OR" in the center. Below that is a white "Create Account" button. At the bottom is a link "I have a meeting invite".

- ☐ **If No**, they will be directed to the first **Account Creation** screen - they must complete all fields:

- First name
- Last name
- Date of birth
- Gender



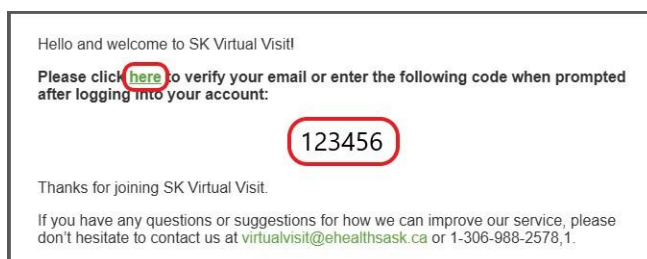
The image shows a green header with the Saskatchewan logo. Below it is a white box with the title "Let's Create an Account". There are four input fields: "First Name", "Last Name", "Birthdate", and "Gender". The "Birthdate" field is split into three dropdown menus: "Month", "Day", and "Year". The "Gender" field is a dropdown menu. At the bottom is a blue "Next" button.

- ❑ After completing that screen and clicking **Next**, they will be directed to the second **Account Creation** screen - they must complete all fields:
 - Enter a valid email address (family email addresses may only be used for one user's account, as they are used as account identifiers)
 - Create a unique, secure password that meets 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**.

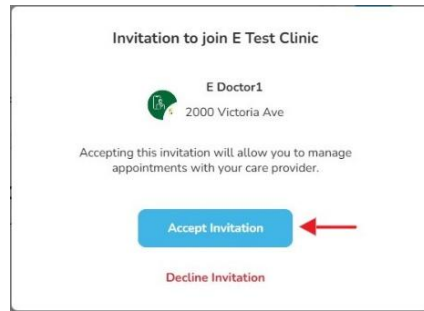
'Email Verification' screen & Email #2 –

After they complete the **Account Creation** screens, 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.)

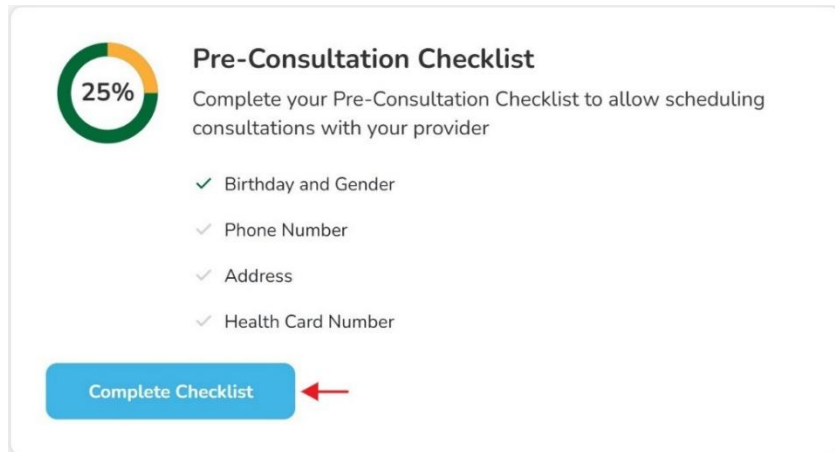
- ❑ There are two ways to enable the **Confirmation Code** (both options do the same thing):
 1. They bypass the **Email Verification** screen and simply click the **here** hyperlink within this 2nd email, or
 2. They manually enter the **Confirmation Code** provided in this 2nd email onto the **Email 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

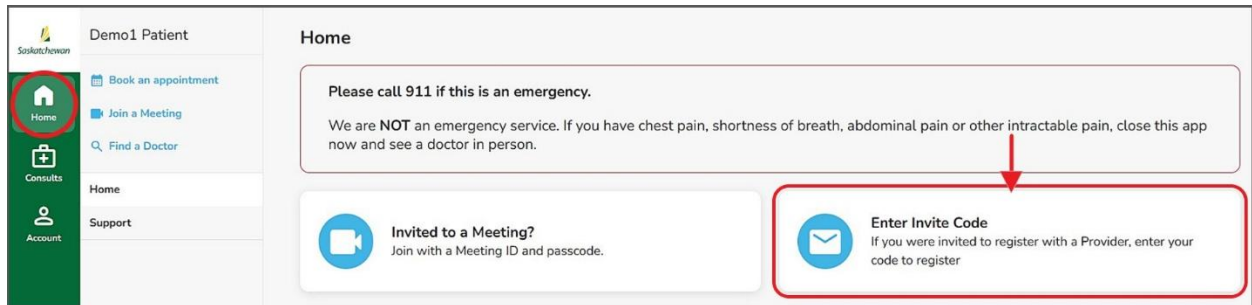
Each time your clinic invites a patient, an **Invite Code** is created.

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

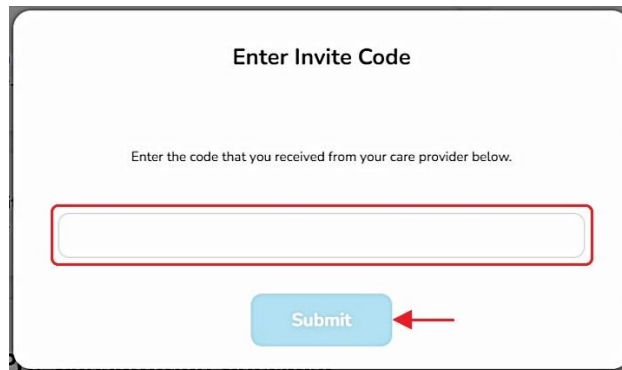
Name	Provider	Date Invited	Date Accepted	Phone Number	Email	Invite Code	Status
Test1 Patient	ETest Doc	April 29, 2025				MV6Q78	Pending

- This code is sent to them in the invitation email or 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 the **Home** page.



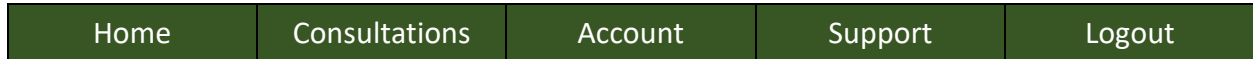
- They enter the code provided by you and click **Submit**.



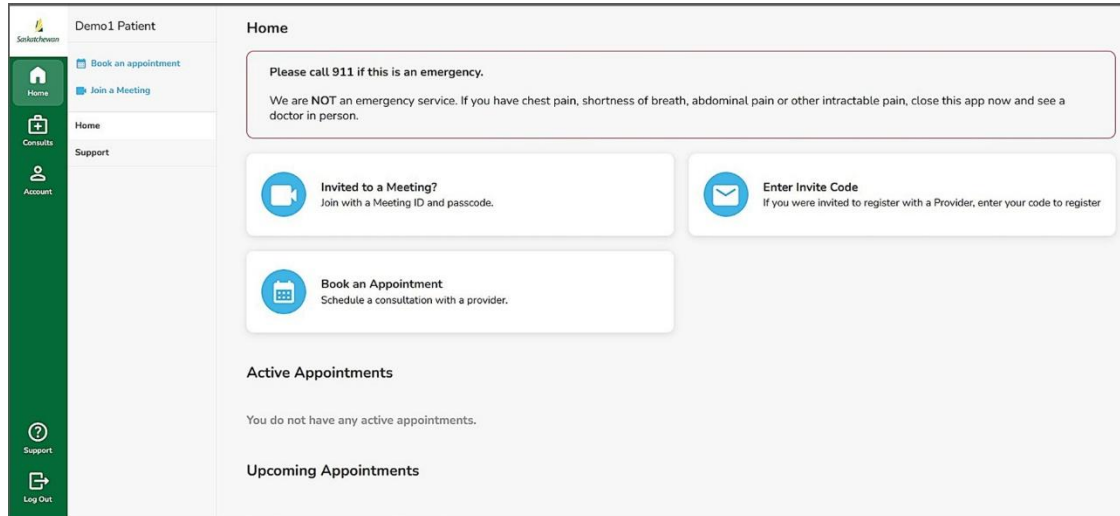
They will now be joined to your clinic and should complete their **Pre-Consultation Checklist**.

Patient Features within SK Virtual Visit

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



THE 'HOME' SCREEN

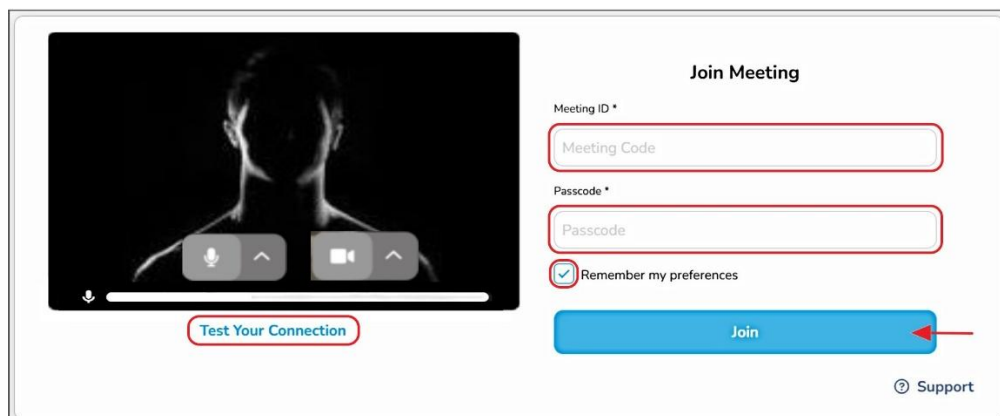


'Book an appointment' – patient self-booking is deactivated and not available at this time.

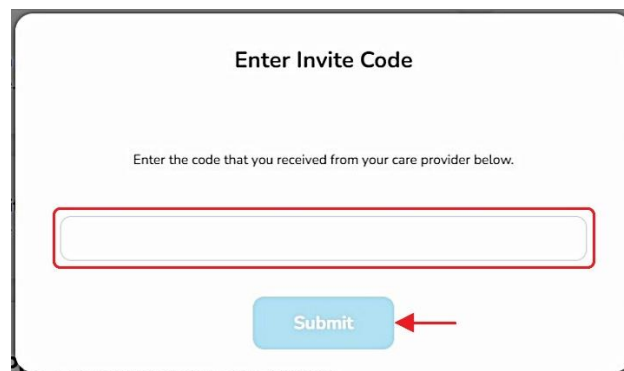
'Invitation from a care provider' – this only appears if your patient has an outstanding invitation to join a clinic. Once they click this button and **'Accept'** the invitation, this will disappear from their **'Home'** screen.

'Join a Meeting / 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.



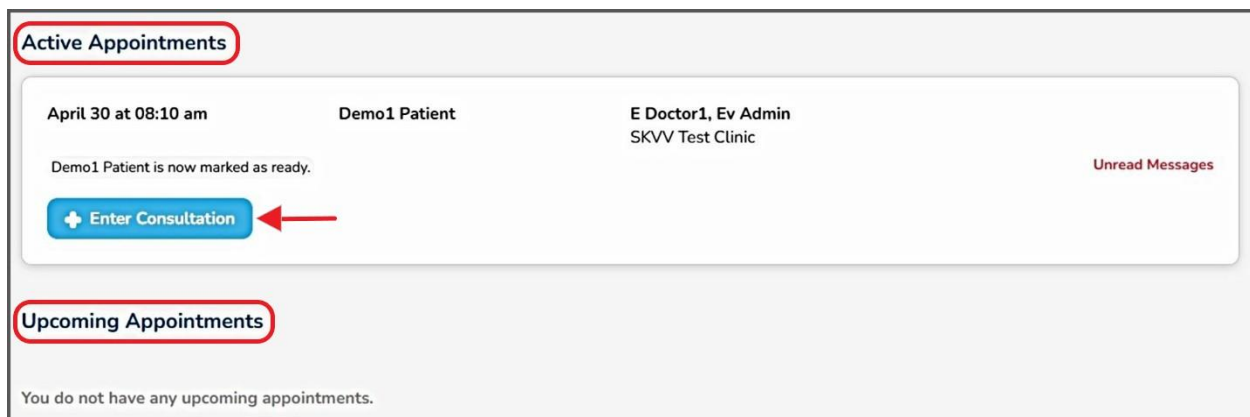
Enter Invite Code

Enter the code that you received from your care provider below.

Submit

‘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.



Active Appointments

April 30 at 08:10 am Demo1 Patient E Doctor1, Ev Admin
SKVV Test Clinic

Demo1 Patient is now marked as ready. Unread Messages

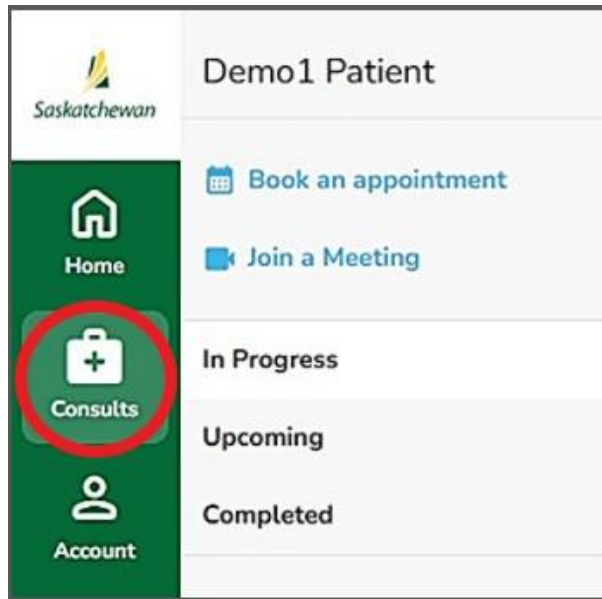
+ Enter Consultation

Upcoming Appointments

You do not have any upcoming appointments.

‘Find a Doctor’ – This will be visible to patients if the clinic has enabled new patient registration. To help manage intake, the clinic can set a maximum number of new patient registrations. Once that limit is reached, registration for new patients will no longer be available until additional capacity is made available.

THE 'CONSULTS' SCREEN



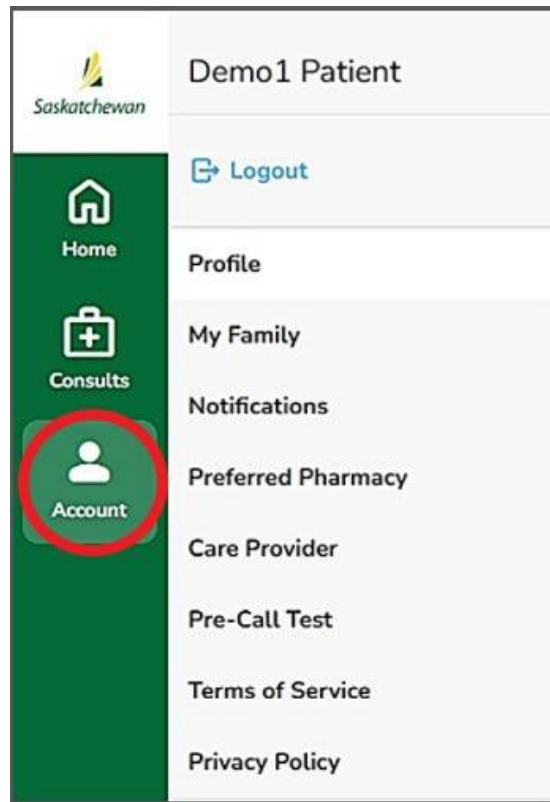
This is where patients go to find and attend their **In Progress**, **Upcoming** and **Completed** patient consultations.

Note: this is not 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.

THE 'ACCOUNT' SCREEN



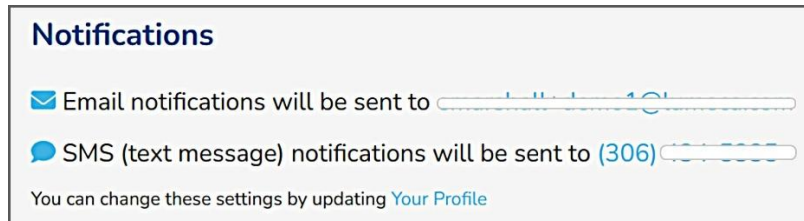
- **Profile** – patient’s account information, including email address, first & last name, address, phone numbers, date of birth, gender and health card number). Patients may add a profile picture or edit any of their account information, including changing their account password. This is also where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

The screenshot shows the 'Profile' page for 'Test1 Patient'. At the top left is a green circle with a white cross icon and the text 'Test1 Patient'. To the right are buttons for 'Change Profile Picture', 'Change Email', and 'Change Password'. Below this is the 'Account Information' section, which is divided into three columns of form fields. The first column contains 'Contact Information' fields: Email (emarsball-test1@lumeca.com), First Name (Test1), Last Name (Patient), Home Phone Number, and Mobile Phone Number ((306) 434-5335). The second column contains 'Address' fields: Province (Saskatchewan), Street (1234 Main Street), City (Regina), Apt/Suite, and Postal Code (S4S 4S4). The third column contains 'Health Card Number' fields: Health Card Number (123456789) and a note: 'Health card numbers are different across each province. The number should be on the front of your health card.' Below the 'Account Information' section is the 'Two-Factor Authentication' section, which has a button for 'Enable Two-Factor Authentication'. At the bottom left of the 'Account Information' section is a blue 'Save Changes' button with a red arrow pointing to it.

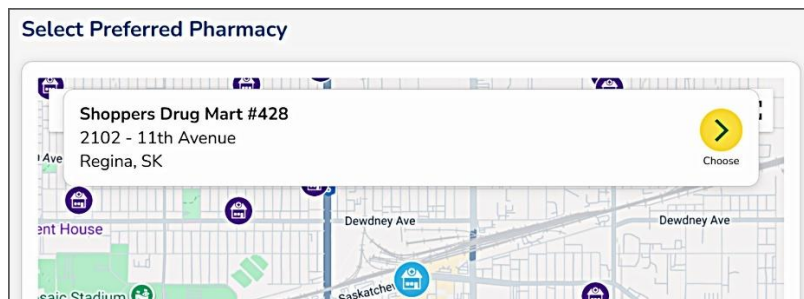
- **My Family** – the dependents feature is disabled at this time.



- **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.



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

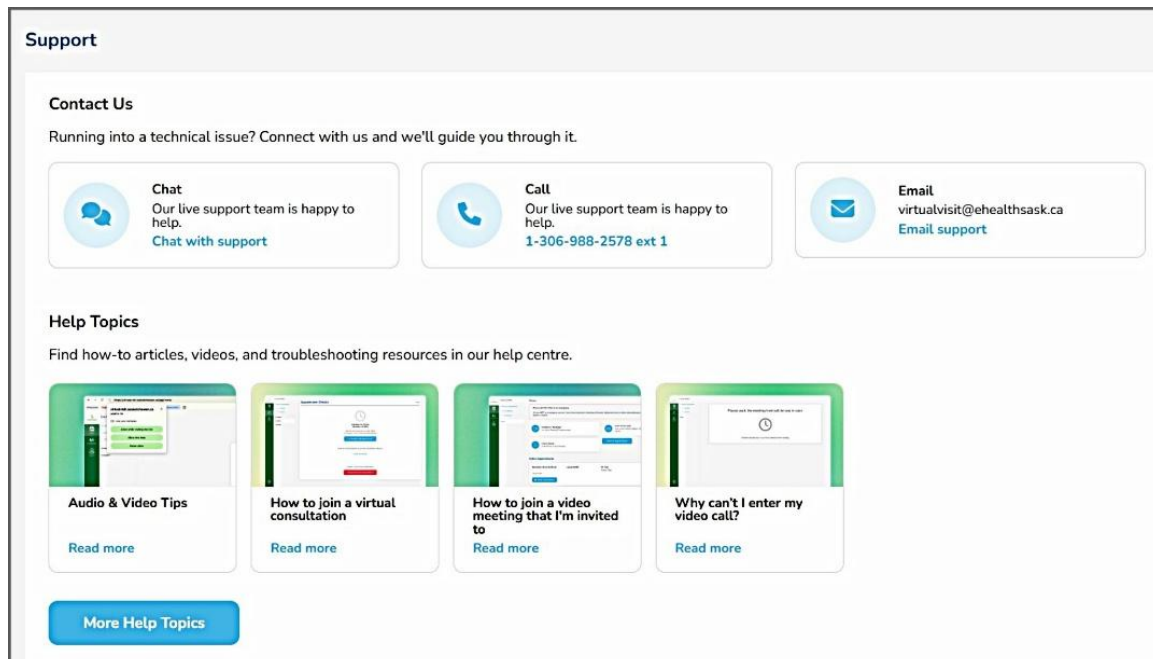
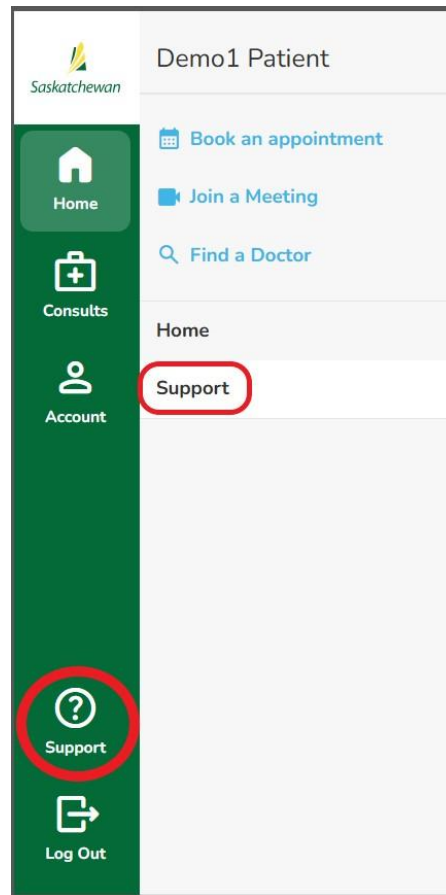


- **Care Provider** – a list of clinics the patient is joined with through SK Virtual Visit.



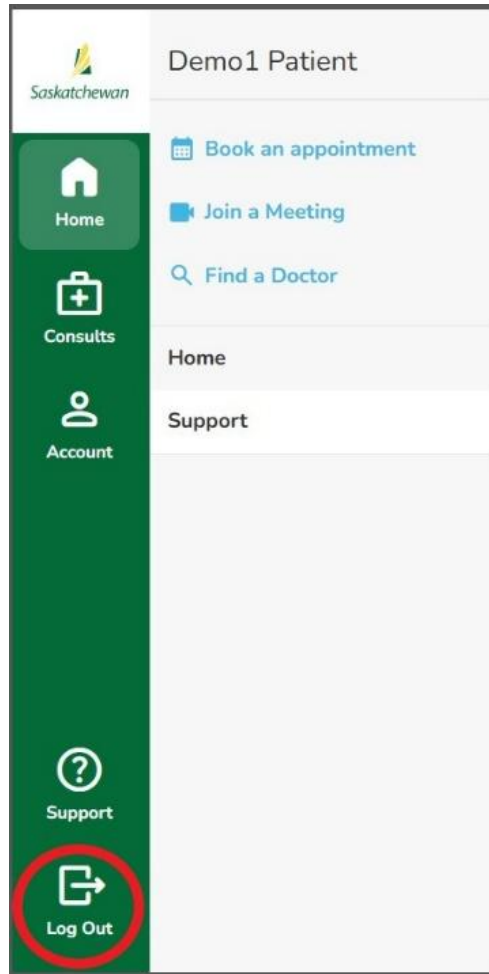
- **Pre-Call Test** – test of device’s audio, video, & connectivity to the internet and servers. The same feature as the clinic users have under their ‘Account’ screen.
- **Terms of Service** – legal agreement between patient and eHealth Saskatchewan regarding use of SK Virtual Visit.
- **Privacy Policy** – 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).

THE 'SUPPORT' SCREEN

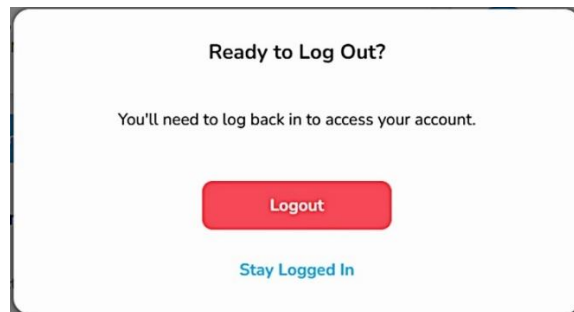


- **Contact Us** – users, including patient may contact our Support via chat, phone call or email. Support is provided by our live agents, not AI.
- **Help Topics** – there are many step-by-step articles and videos available on our Zendesk. Users may click on these example articles, the 'More Help Topics' button and may 'Search' by specific words once in our Zendesk.

LOG OUT



- 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.

