# Virtual Visits with Island Hospital

## General Information

### What is a virtual visit?

A virtual visit, sometimes referred to as "telehealth" is an online video appointment with your provider. All you need is a computer, tablet, or smart phone, and internet access. You can see and talk with your provider through your own device.

### Who can use this service?

Island Hospital now offers virtual visits for patients for primary and specialty care, including urgent, general office and preventative services.

**<span style="color:red">Call your provider's office to schedule an appointment.
Appointments are required for all virtual visits.</span>**

## Set Up Instructions

### What do I need for a virtual visit?

You can use a smartphone, tablet, laptop or desktop computer. To enjoy the best experience on the vSee video application make sure you have:

- High-Speed internet access
- Webcam or built-in camera
- Microphone and speakers

### What internet browsers are supported?

VSee works on:

- Google Chrome (latest version) *Preferred for best experience*
- Internet Explorer (9.0 or later) *Flash player must be installed*
- Mozilla Firefox (latest version) *Except on iOS & Android*
- Safari (latest version) *Please don't use private mode*
- Internet Browser *Default browser on some Android devices*

Also, in your settings turn on:

- JavaScript
- Cookies

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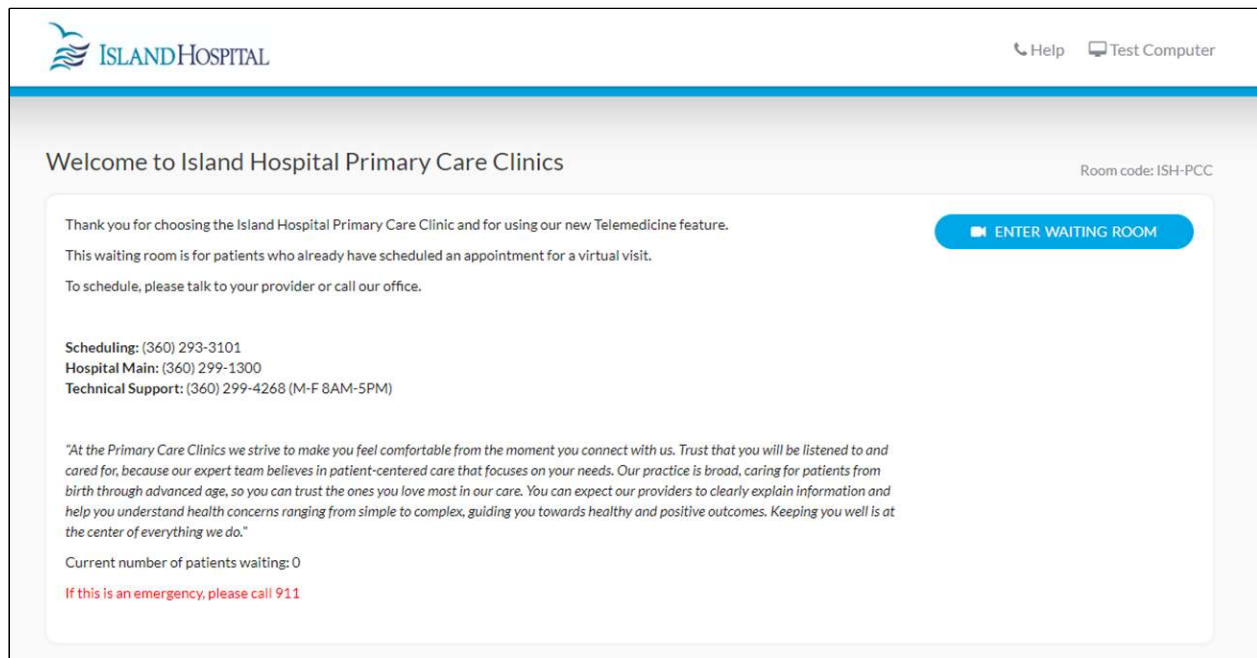# Virtual Visits with Island Hospital

## Set Up Instructions

**How do I prepare for my Vsee virtual visit?**
To get started, close all other video conferencing programs that can interfere with Vsee, such as:

- Zoom
- Skype
- GoToMeeting

**Using a computer:**

**1.** Ten minutes before your scheduled appointment, enter **islandhospital.org/telemedicine** into your browser. Click on 'Find your Virtual Waiting Room'. Click the department or specialty and then click "ENTER WAITING ROOM".



Inside the screenshot:

☎ Help    💻 Test Computer

**ISLAND HOSPITAL**

Welcome to Island Hospital Primary Care Clinics

Room code: ISH-PCC

Thank you for choosing the Island Hospital Primary Care Clinic and for using our new Telemedicine feature.

This waiting room is for patients who already have scheduled an appointment for a virtual visit.

To schedule, please talk to your provider or call our office.

Scheduling: (360) 293-3101
Hospital Main: (360) 299-1300
Technical Support: (360) 299-4268 (M-F 8AM-5PM)

*"At the Primary Care Clinics we strive to make you feel comfortable from the moment you connect with us. Trust that you will be listened to and cared for, because our expert team believes in patient-centered care that focuses on your needs. Our practice is broad, caring for patients from birth through advanced age, so you can trust the ones you love most in our care. You can expect our providers to clearly explain information and help you understand health concerns ranging from simple to complex, guiding you towards healthy and positive outcomes. Keeping you well is at the center of everything we do."*

Current number of patients waiting: 0

If this is an emergency, please call 911
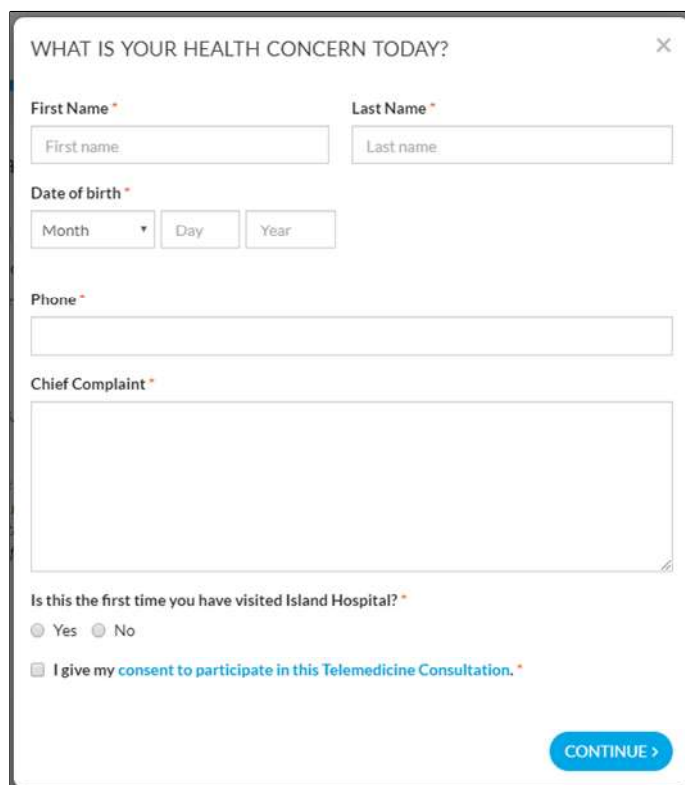
[▶ ENTER WAITING ROOM]

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# Virtual Visits with Island Hospital

## Set Up Instructions

### Using a computer:

**2.** Fill out your details and include a brief description of what you need to be seen for. Check the consent box and click "CONTINUE".
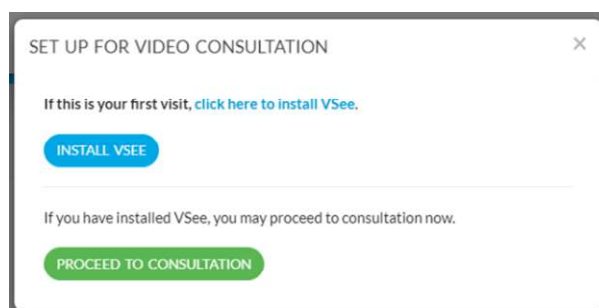


**3.** You will be prompted to open Vsee. For first time users:

**A.** Click on "Click here to install Vsee" and follow the steps to install the application, test your webcam, sound and microphone.

**B.** Return to the Island Hospital Vsee page and click "Proceed to consultation."
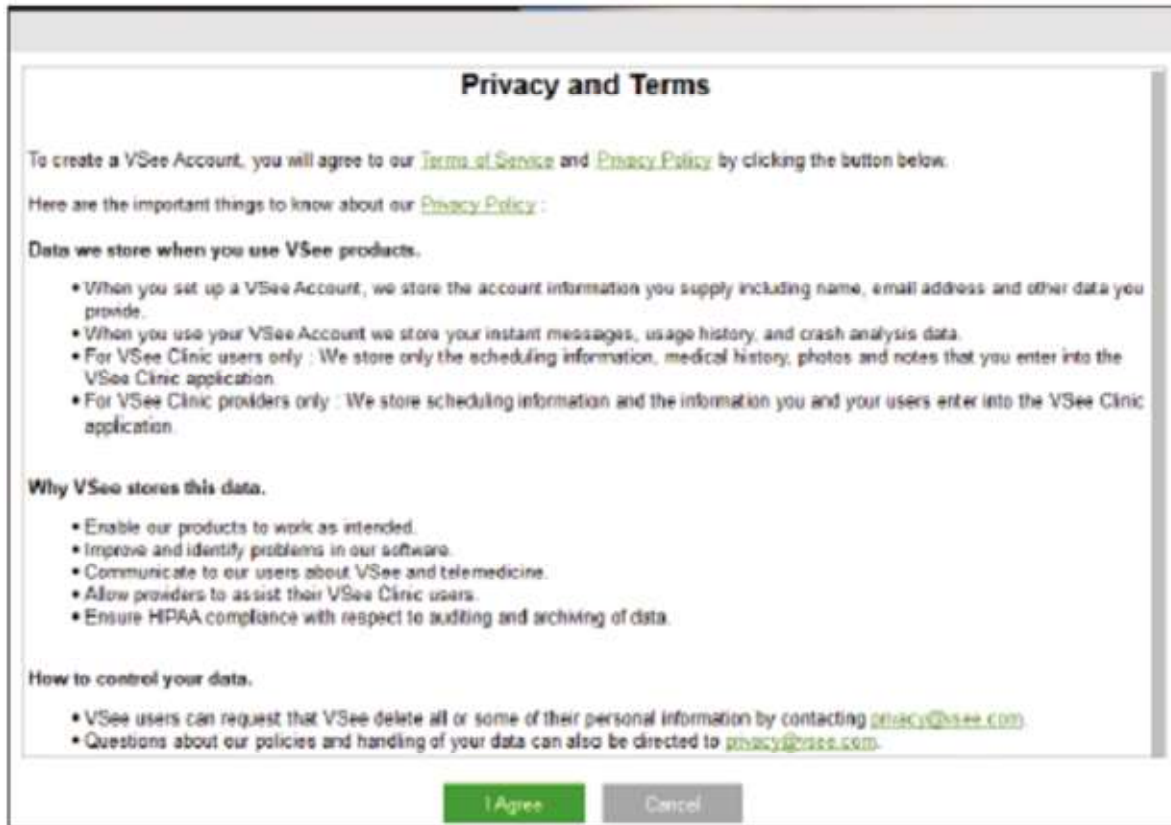


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# Virtual Visits with Island Hospital

## Set Up Instructions

**Using a computer:**

**4.** Accept the Privacy and Terms. Click "I Agree."

### Privacy and Terms

To create a VSee Account, you will agree to our Terms of Service and Privacy Policy by clicking the button below.

Here are the important things to know about our Privacy Policy :

**Data we store when you use VSee products.**

- When you set up a VSee Account, we store the account information you supply including name, email address and other data you provide.
- When you use your VSee Account we store your instant messages, usage history, and crash analysis data.
- For VSee Clinic users only : We store only the scheduling information, medical history, photos and notes that you enter into the VSee Clinic application.
- For VSee Clinic providers only : We store scheduling information and the information you and your users enter into the VSee Clinic application.

**Why VSee stores this data.**

- Enable our products to work as intended.
- Improve and identify problems in our software.
- Communicate to our users about VSee and telemedicine.
- Allow providers to assist their VSee Clinic users.
- Ensure HIPAA compliance with respect to auditing and archiving of data.

**How to control your data.**

- VSee users can request that VSee delete all or some of their personal information by contacting privacy@vsee.com.
- Questions about our policies and handling of your data can also be directed to privacy@vsee.com.

I Agree    Cancel

**5.** The video call will launch. Your provider will join the visit shortly
**6.** If you experience issues installing Vsee, Click "Help" for Vsee support information.
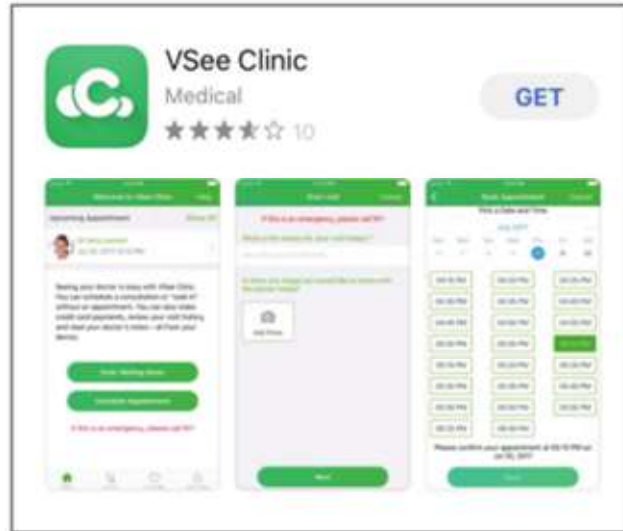
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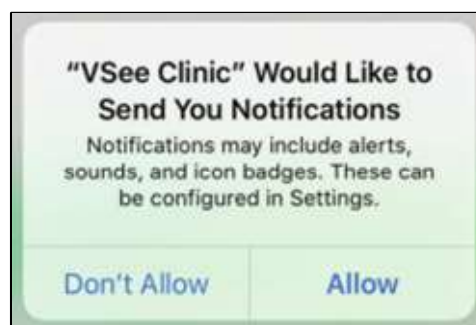# Virtual Visits with Island Hospital

## Set Up Instructions

### Using a smartphone or tablet:

**1.** Download and install the "Vsee Clinic" app (its free).

- Apple iOS
- Android



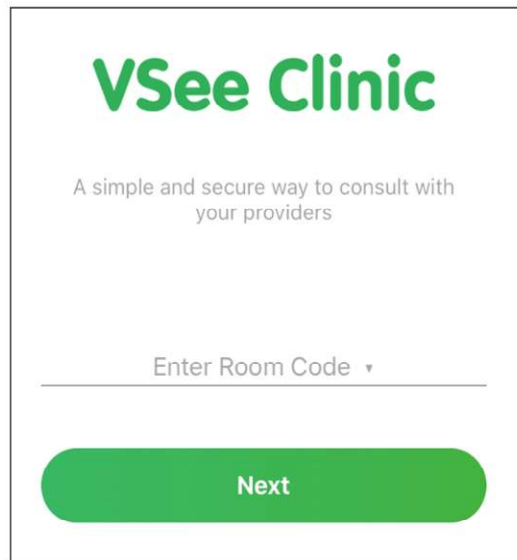**2.** The first time you download the app, you will be asked to enable notification. Click "Allow."



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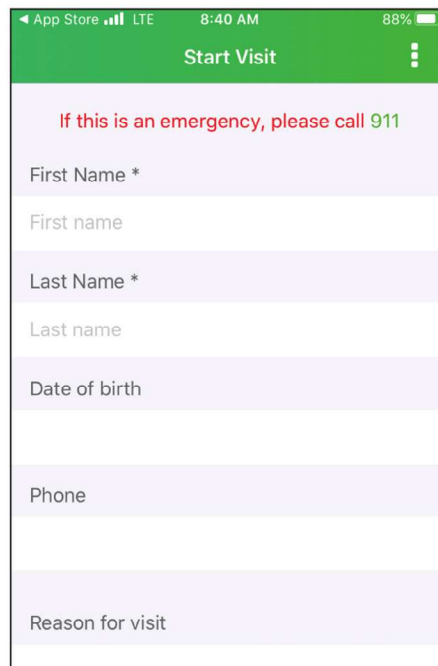# Virtual Visits with Island Hospital

## Set Up Instructions

### Using a smartphone or tablet:

**3.** Enter the clinic using the room code that our service representatives provide you on the phone.

**VSee Clinic**

A simple and secure way to consult with your providers

Enter Room Code ▾

Next

**4.** Enter your first and last name, check the consent box, and click "Enter Waiting Room."

App Store ·III LTE          8:40 AM                88% ▭

**Start Visit**                                    ⋮

If this is an emergency, please call 911

First Name *

First name

Last Name *

Last name

Date of birth

Phone
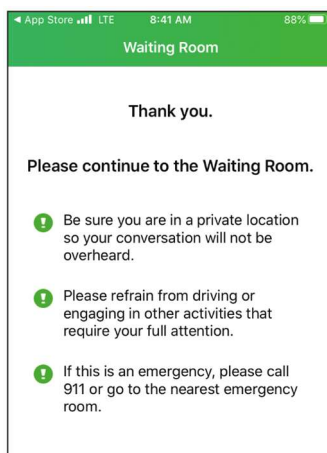
Reason for visit

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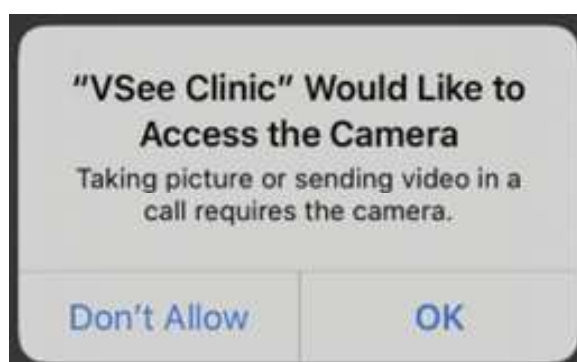
# Virtual Visits with Island Hospital

## Set Up Instructions

### Using a smartphone or tablet:

**5.** You will be taken to another screen with information about your visit. Click "Enter Waiting Room".



**6. IMPORTANT:** The first time you download the app, you will be asked to allow access for your microphone and camera. Click "Ok" for both prompts. If you click "Don't Allow", the video visit will not work.



**7.** The video call will launch. Your provider will join the visit shortly.

### Technical Support
If you are experiencing technical issues with Vsee, please call (360) 299-4268, Monday – Friday 8am – 5pm.

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# Virtual Visits with Island Hospital

## Helpful Resources

### Click to:

[Visit the Island Hospital Telemedicine Page](#)

[Enter the Island Hospital Virtual Waiting Rooms](#)

[Download the iOS App](#)

[Download the Android App](#)

**Technical Support**
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