




Attending A Virtual Visit With SCPCN (For Patients)


Preparing For Your Visit

You will need:

- A supported computer or mobile device with a web browser, camera, good quality speakers, and microphone (see below for supported operating systems and browsers)
- An internet (wi-fi) or a phone data plan (for connections via mobile device)
- A strong internet connection
- An email account. You will receive an email 5 minutes before the appointment, with a link and code to join the visit.

Supported operating systems and browsers:

Operating System	Browser
Laptop/desktop computer (Mac or Windows)	Google Chrome
Mobile device (phone/tablet) - iOS (Apple)	Safari  Chrome is not supported for virtual visits on iOS devices.
Mobile device (phone/tablet) - Android	Google Chrome

 **Note:** If you are not using a supported operating system and/or browser, you cannot attend a virtual visit. Please inform your provider of this prior to your scheduled appointment.

Attending The Visit

It's time for your appointment. These steps will help you join the virtual visit.

1. You will receive an email with a link to start the visit, along with an access code, 5 minutes before the scheduled appointment time. In the email, click **Start Virtual Visit**.



Dear Patient:

This is a friendly reminder of your virtual visit.

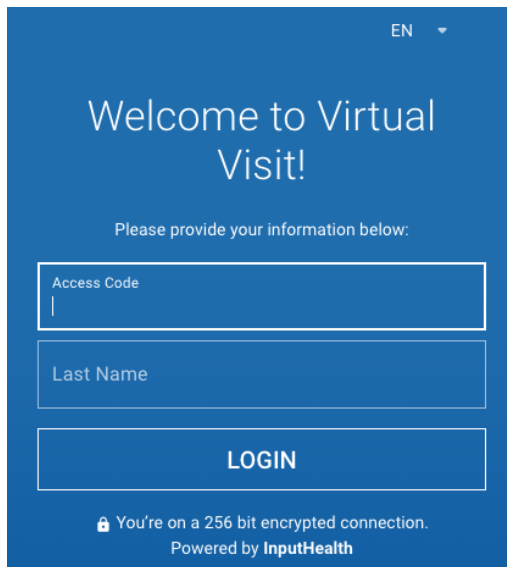
Please remember your access code below and click the button to start.



Virtual Visit Instructions

- At the time of your appointment, you will receive an email that will provide you a link to access the video appointment with your practitioner.
- Once you've clicked on the link, you'll be directed to a chat room with your practitioner.
- Whenever ready, your practitioner will engage in a video conversation with you.
- Prior to your appointment, make sure you have a secure internet or Wi-Fi connection for the call.
- To communicate with the practitioner, you need to enable microphones and audio controls for the session.
- Please note, Virtual Appointments should only be accessed via the latest version of Chrome or Firefox on a desktop/laptop computer.
- If accessing Virtual Visits on mobile devices, it is only compatible on Safari browser for iPhones and iPads (iOS devices) and Google Chrome on Android devices.

2. The Virtual Visit window opens in your web browser.

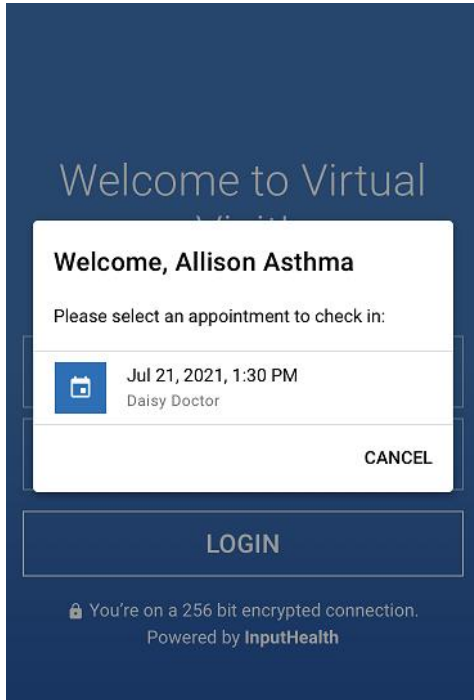


In the **Access Code** field, type the code provided in the email. It is not case-sensitive.

In the **Last Name** field, type your surname. (This must match the surname the clinic has recorded for you.)

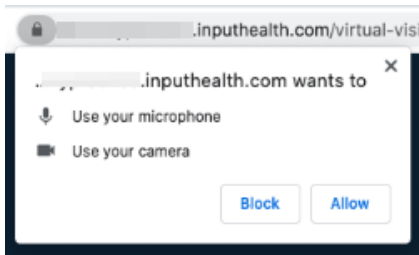
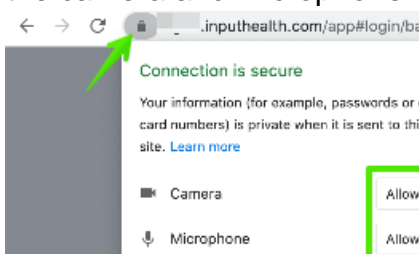
Click **Login**.

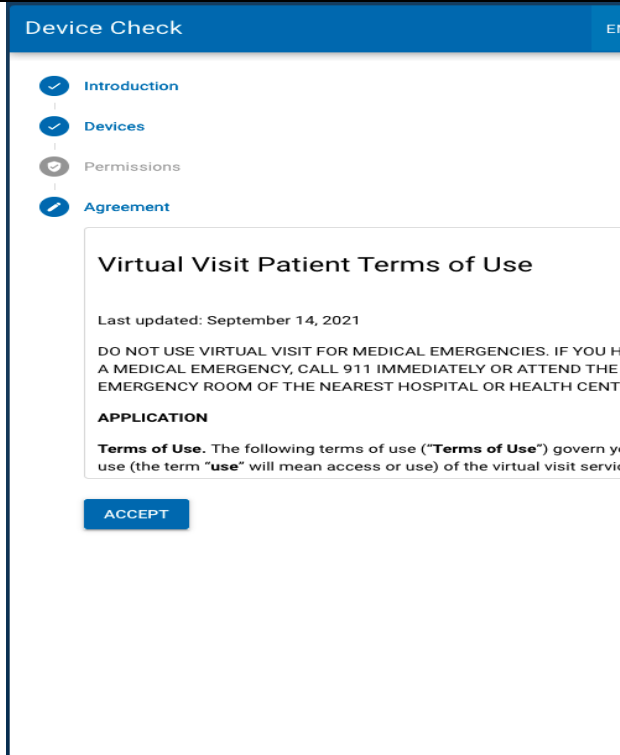
- Another window appears, showing the appointment information. Select the appointment.




- Before you can enter the visit, you must complete the following steps:

Item	Description	Action
Introduction	<p>Introduction</p> <p>Welcome to your visit.</p> <p>Follow these steps to enable the appropriate permissions to virtually see your clinician.</p> <p>NEXT</p>	Click Next .
Device check	<p>Browser Mac OS / chrome / 89.0.4389</p> <p>Webcam Your device has a webcam connected.</p> <p>Microphone Your device has a microphone connected.</p> <p>NEXT</p>	The system will check that you are using a compatible browser, and if the webcam and microphone are accessible. Click Next .

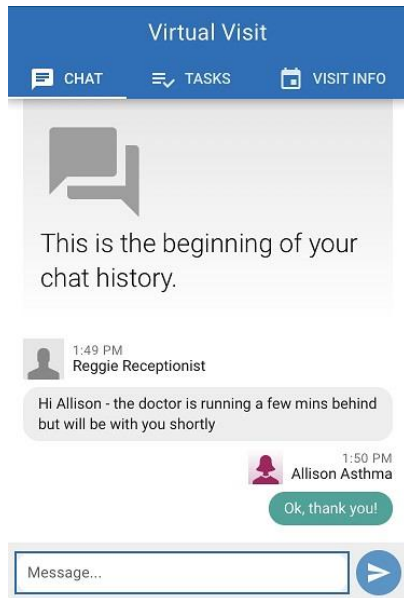
<p>Permissions</p>	<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> ✕ <div> <p>Webcam Permission</p> <p>You have not accepted webcam permission.</p> </div> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> ✕ <div> <p>Microphone Permission</p> <p>You have not accepted microphone permission.</p> </div> </div> </div> <div style="text-align: center; margin: 10px 0;"> <p>REQUEST PERMISSIONS</p> </div> <div style="margin-top: 10px;"> <p><input type="checkbox"/> Proceed without video chat</p> </div>	<p>If your webcam and microphone are not accessible, they appear with a grey x in the list, and you must click Request Permissions. Your web browser will display a window requesting permission to use your microphone and camera. Click Allow.</p>  <p>Tip: if you do not see this window appear requesting permission, click the lock icon at the top of the window next to the URL and allow the camera and microphone.</p>  <p>Important: if you do not allow camera and microphone access, and select Proceed without video chat, you will not be able to see or hear your provider. You will only be able to send them a chat text message.</p> <p>The two boxes will change to green with checkmarks. Click Next.</p>
	<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> ✓ <div> <p>Webcam Permission</p> <p>You have accepted a webcam permission.</p> </div> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> ✓ <div> <p>Microphone Permission</p> <p>You have accepted a microphone permission.</p> </div> </div> </div> <div style="text-align: center; margin-top: 10px;"> <p>NEXT</p> </div>	

<p>Agreement</p>		<p>Read the agreement and click Accept.</p>
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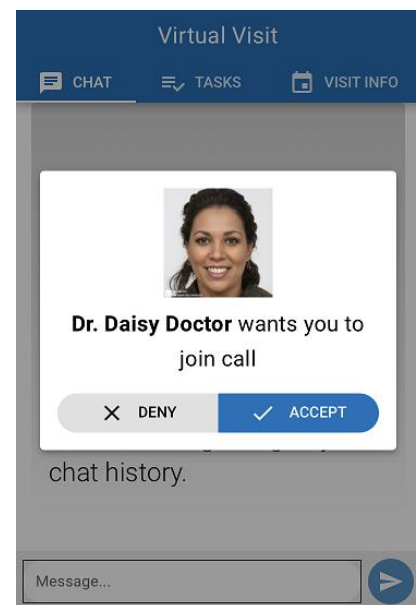
5. Wait for your provider to join the call. Don't be concerned if you don't see your healthcare professional on your screen when you "arrive" for your appointment. Just as in the clinic, you may have to wait a few minutes for the provider.

 **NOTE: DO NOT LEAVE THIS WINDOW WHILE YOU ARE WAITING FOR YOUR PROVIDER TO JOIN AS YOU WILL LOSE CONNECTION.** If you do leave the window by accident before your provider starts the call, you can rejoin again through the same link you received in your email.

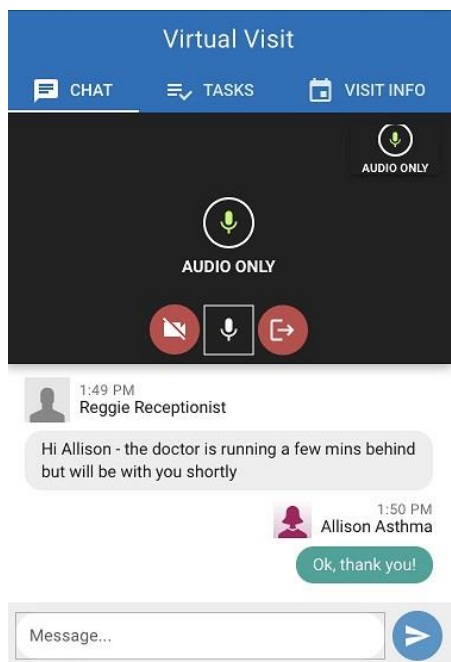
You will be able to see any chat messages the provider or staff send to you, along with any tasks that need to be completed (such as filling out a questionnaire). Even if your provider has not yet joined the visit, you can use the **Chat** function to message them (but be aware they will not see the message until they open your chart and look at it).



6. Your healthcare provider can see when you have completed the above steps and are ready for the virtual visit. When the provider starts the visit, a window appears asking you to join the call. Click **Accept**.

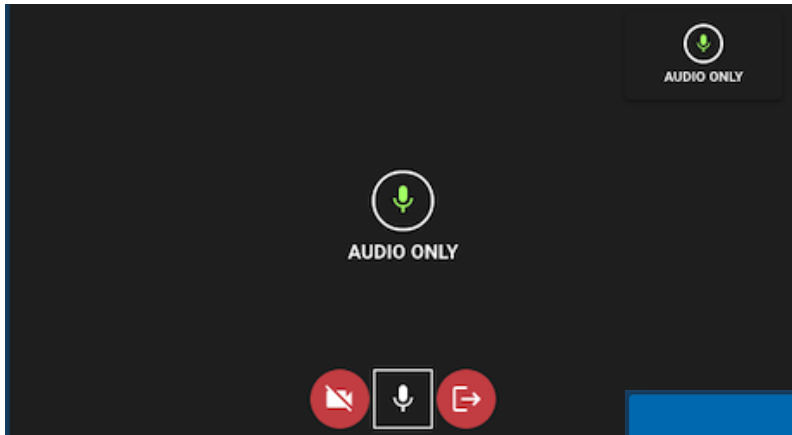


7. You are now in a call with your provider. 📌 **Note:** do not worry if you cannot see your provider; they may not have turned their camera on yet. If this is the case, **Audio Only** appears on the screen.

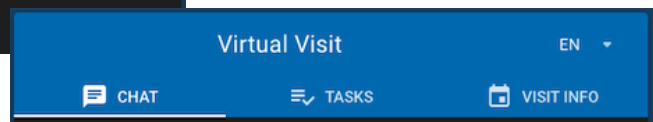


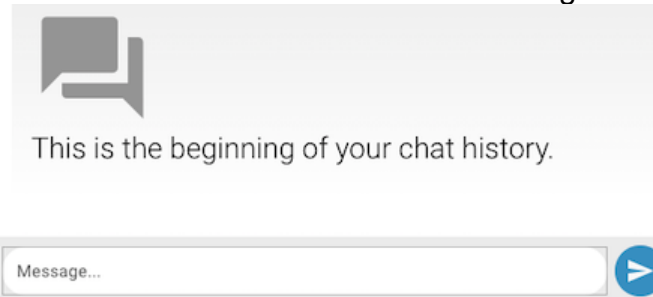
Functions Available During Your Virtual Visit

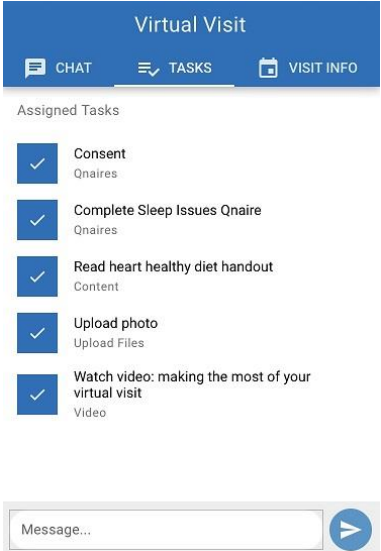
Function	Action
Turn camera on/off	Click the video camera icon
Turn microphone off/on	Click the microphone icon
Speaker phone	If your device supports "speaker phone" click the speaker phone icon to turn it on. 💡 Tip: Turn on the speaker phone if the volume is low.
Leave the visit	Click the red [-> icon ⚠️ Important: Once you have left the virtual visit, you are not able to return to the visit unless your provider initiates the call again.



In addition to controlling the audio and video, you can send a chat text message to the provider, view and complete any assigned tasks, and view the visit information. Select the appropriate tab at the top of the virtual visit window.



Tab	Description
<p>Chat</p>	<p>Send and receive text messages between you and your provider, or clinic staff. Type your message in the message box at the bottom of the window. Click the blue > icon to send the message.</p> 
<p>Tasks</p>	<p>List of tasks that your provider has assigned you to complete. Types of tasks are:</p> <ul style="list-style-type: none"> • Complete Qnaire(s) • Read content • Upload file(s) • Watch video <p>Click on the specific task to complete it.</p>

	<p>Once a task has been completed, you will see a blue checkmark next to the task.</p> 
<p>Visit Info</p>	<p>You can see the details of your current visit:</p> <ul style="list-style-type: none"> • Date of your appointment • Time of your appointment • Scheduled length of your appointment • Name of the healthcare provider this visit is booked with.