

Video Visits with Walk In Clinic

General Information

What is a video visit?

A video 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. You can see your provider through your own device.

Who can use this service?

This specific virtual room is for patients who have symptoms of upper respiratory illness, cough or fever and have concerns. Please call our office at 425-257-1400 to schedule an appointment. Our goal is to minimize your exposure by hosting this video visit instead of a visit in-person. We should be able to provide recommendations based on current CDC and Department of Health guidelines. We hope to address concerns our patients have about the new Coronavirus (COVID-19) and their health.

A scheduled appointment is needed for this visit. Please call our office at 425-257-1400 for an appointment. Thank you!

Set up Instructions

What do I need for a Video Visit?

You can use a smartphone, tablet, laptop or home computer. To enjoy the best experience on VSee, make sure you have:

- High-speed Internet access
- Webcam or built-in camera
- Microphone and speakers

What internet browsers are supported?

VSee works on:

- Microsoft Internet Explorer (9.0 or later) - flash player must be installed
- Mozilla Firefox (latest version) - except iOS and Android
- Safari (latest version) – please don't use private mode
- Google Chrome (latest version)
- Internet Browser - default browser on some Android devices

Also, in your settings, turn on:

- JavaScript
- Cookies

Set up Instructions

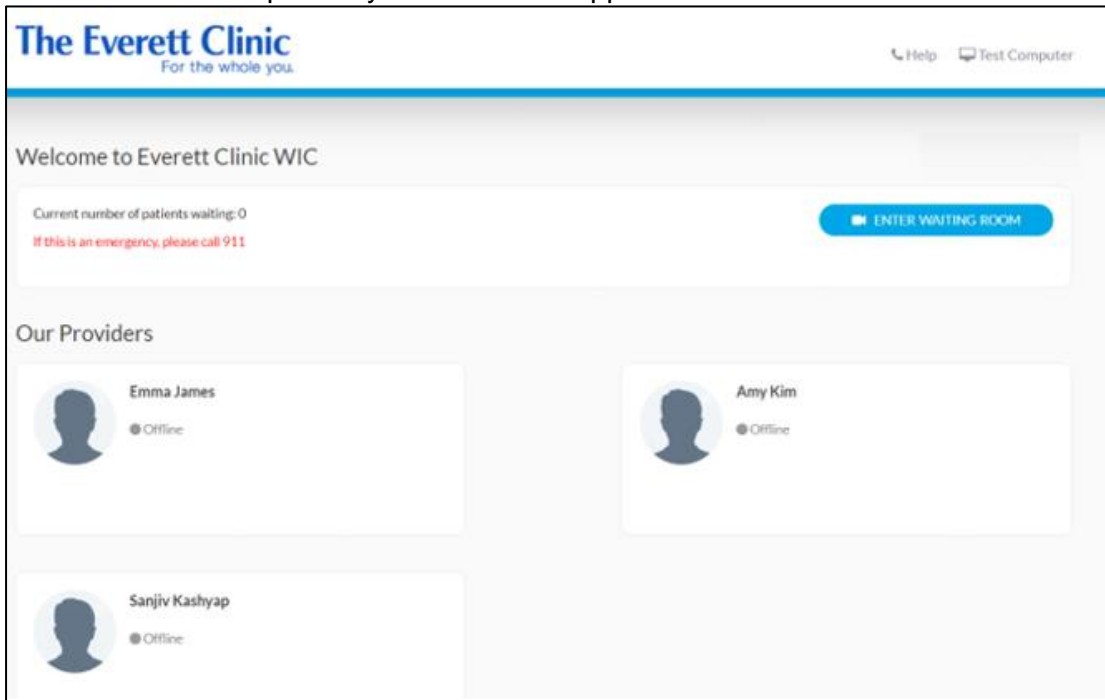
How do I set up VSee?

- To get started, close all other video conferencing programs that can interfere with VSee, such as:
 - WebEx
 - Skype
 - GoToMeeting

Using a computer:

****Please call our office at 425-257-1400 for an appointment. Thank you!***

1. After calling our office, enter the web address our staff gives you on the phone into your internet browser 10 minutes prior to your scheduled appointment and click “ENTER WAITING ROOM”



Set up Instructions

2. Enter your name, check the consent box, and click "CONTINUE"

First Name * Last Name *

First Name Last Name

I give my **consent to participate in this Telemedicine Consultation.**

CONTINUE >

3. You will be prompted to open VSee. For first time users:
 - a. Click "Click here to install VSee" and follow the steps to install the application, test your webcam, sound, and microphone.
 - b. Return to The Everett Clinic VSee page and click "Click here to continue."

The Everett Clinic

LAUNCHING THE EVERETT CLINIC VIDEO APPLICATION

If prompted, click **Open VSee** to launch VSee.

Check **Remember my choice for vsee links** so you will get into the visit quicker in the future.

Open vsee?

Remember my choice for vsee links

Open vsee Cancel

Is VSee not launching for you?

If this is your first visit, [click here to install VSee](#).

After you have installed VSee, come back to this page and [click here to continue](#).

For technical support, please contact us at (650) 614-1746 or support@vsee.com.

Set up Instructions

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.

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

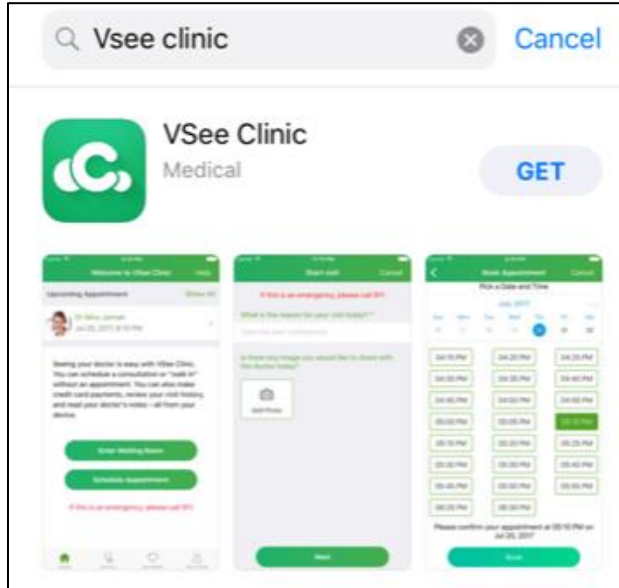
6. If you experience issues installing VSee, Click “Help” for VSee support information.

Set up Instructions

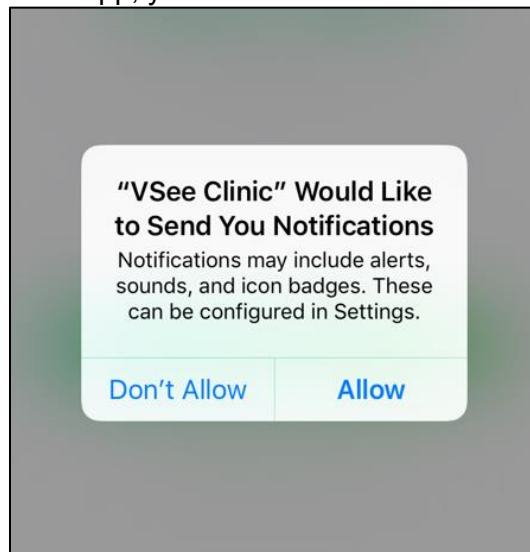
Using a smartphone or tablet:

****Please call our office at 425-257-1400 for an appointment. Thank you!***

1. Download and install the “VSee Clinic” app (it is free). Be sure to download VSee **Clinic**, not the other VSee apps such as Vsee Messenger or VSee Waiting Room.

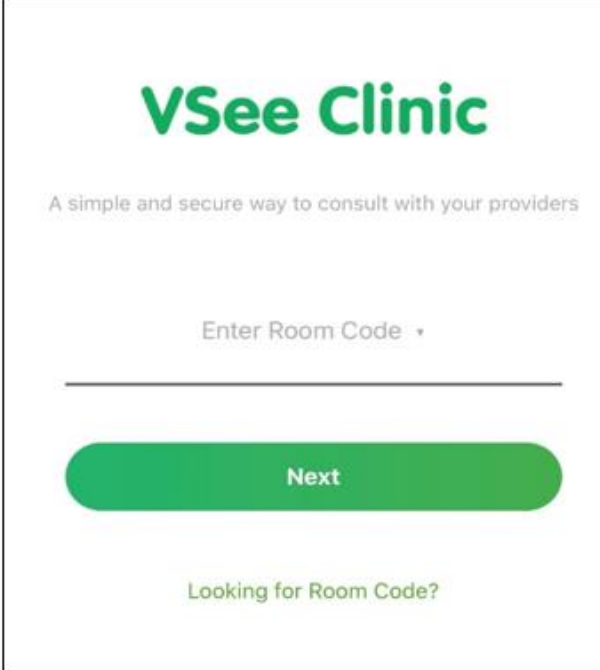


2. The first time you download the app, you will be asked to enable notifications. Click “Allow.”



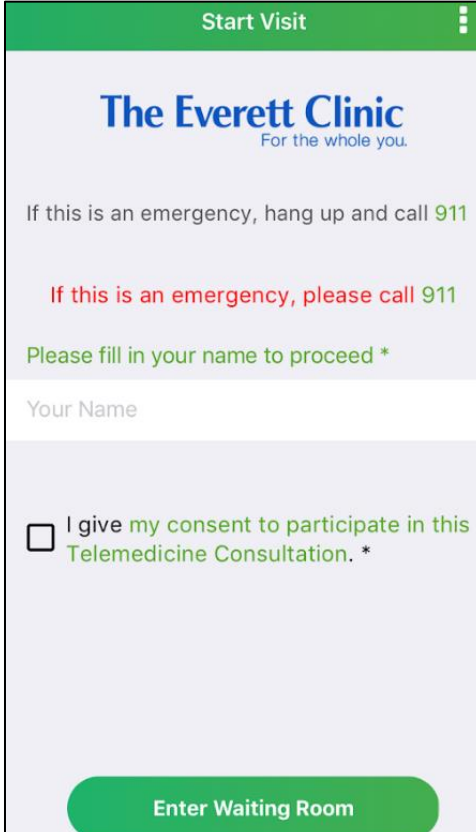
Set up Instructions

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



The image shows a mobile application screen for VSee Clinic. At the top, the text "VSee Clinic" is displayed in a large green font. Below it, a subtitle reads "A simple and secure way to consult with your providers". There is a text input field labeled "Enter Room Code" with a small downward arrow on the right. Below the input field is a thick green button with the word "Next" in white. At the bottom of the screen, there is a link that says "Looking for Room Code?" in a smaller green font.

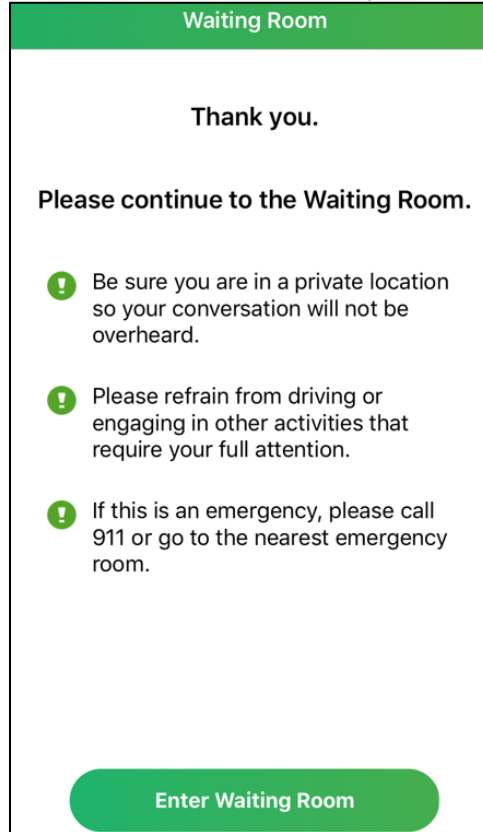
4. Enter your first and last name, check the consent box, and click "Enter Waiting Room."



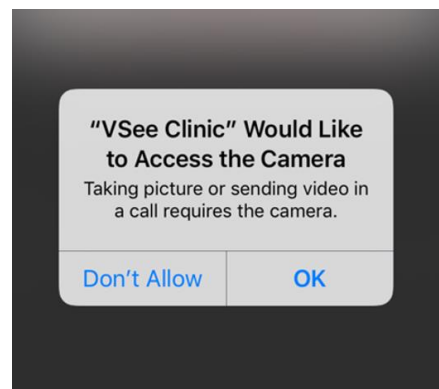
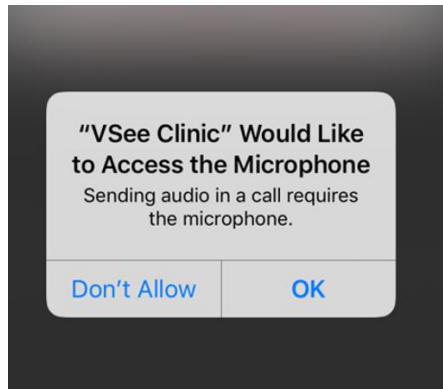
The image shows a mobile application screen titled "Start Visit" for The Everett Clinic. The header is green with the text "Start Visit" and a three-dot menu icon. Below the header, the clinic logo "The Everett Clinic" is shown in blue, with the tagline "For the whole you." underneath. There are two lines of emergency instructions: "If this is an emergency, hang up and call 911" and "If this is an emergency, please call 911" (the second line is in red). Below this is a green instruction: "Please fill in your name to proceed *". There is a text input field labeled "Your Name". Below the input field is a consent checkbox with the text "I give my consent to participate in this Telemedicine Consultation. *". At the bottom of the screen is a thick green button with the text "Enter Waiting Room" in white.

Set up Instructions

5. You will be taken to another screen with information for 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.

Support

Who do I contact for extra help with VSee?

- If you would like help setting up VSee or have other VSee-related questions, contact VSee support: email support@vsee.com or call +1 (650) 614-1746 (6AM - 6PM PT)