

Video Visits at the Personalized Care Team

Julie Stroemel, Health Psychologist at the Personalized Care Team, now offers therapy sessions via a video visit for her returning patients. Video counseling visits are like in-person counseling sessions but done from the providers computer to your personal digital device. This eliminates time spent driving to and from your appointment. **To use this service, please talk to Julie or call our office at 425-304-8489.**

Are Video Visits for counseling covered by insurance?

- In Washington State, most insurance plans are required to cover Video Visits for counseling services if you have coverage for the same visit when provided in the office. Exceptions are:
 - Video Visits are not covered by Medicare part B (Original Medicare)
 - May be covered by your Medicare Advantage plan. Please contact your Medicare Advantage plan to see if Video Visits are covered.
- If you have a co-payment due, it will be billed to you.
- If you miss the Video Visit or do not have an internet connection strong enough to sustain a video visit, you will be charged the \$100 missed appointment fee.

What else do I need to know about Video Visits?

- We are unable to provide first time visits via Video Visits at this time.
- While we hope to spread this to other providers in the future, Video Visits are only available to patients currently seeing the providers listed above.

If you have an in person visit scheduled with one of these providers, you may request it be changed to a video visit.

What do I need to do 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
- Bandwidth of 150 kbps (500 kbps is best)
- 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

I have a Video Visit appointment scheduled. How do I connect with my provider?

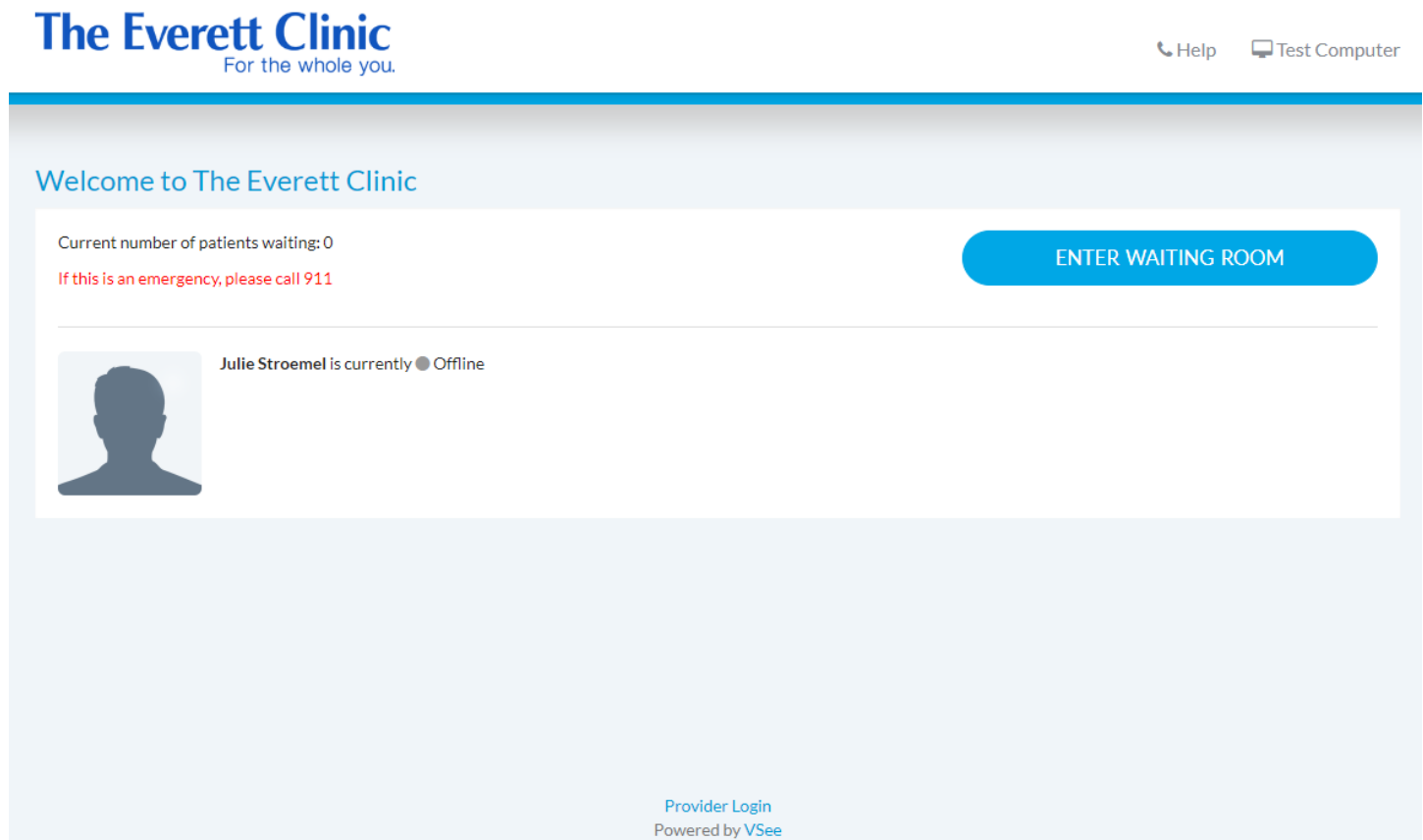
To get started, close all other video conferencing programs, such as:

- WebEx
- Skype
- GoToMeeting

These programs can interfere with VSee.

Using a computer:

- Enter this web address into your internet browser 10 minutes prior to your appointment start time: <https://everettclinic.vsee.me/u/pct> and click “ENTER WAITING ROOM”



The screenshot shows the VSee patient waiting room interface for The Everett Clinic. At the top left is the logo "The Everett Clinic For the whole you." and at the top right are links for "Help" and "Test Computer". The main heading is "Welcome to The Everett Clinic". Below this, it states "Current number of patients waiting: 0" and "If this is an emergency, please call 911". A prominent blue button labeled "ENTER WAITING ROOM" is on the right. A horizontal line separates this from a provider status section showing a silhouette icon and the text "Julie Stroemel is currently Offline". At the bottom center, there is a "Provider Login" link and the text "Powered by VSee".

- Enter your name, check the consent box, and click “CONTINUE”

First Name *

Last Name *

I give my [consent to participate in this Telemedicine Consultation.](#)

CONTINUE >

- For first time users: follow the prompts to install VSee

SET UP FOR VIDEO CONSULTATION ×

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

INSTALL VSEE

If you have installed VSee, you may proceed to consultation now.

PROCEED TO CONSULTATION

- If you experience issues installing VSee, Click “Help” for VSee support information
- After you successfully launch the video call during the scheduled time, your provider will join the visit shortly

Using a smartphone or tablet:

- 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.

Q Vsee clinic ✕ Cancel



- Enter the clinic using the room code: everettptc

VSee Clinic

Enter Room Code ▾

everettptc

Next

- Enter your name, check the consent box, and click “Enter Waiting Room”

Start Visit

The Everett Clinic
For the whole you.

If this is an emergency, hang up and call 911

If this is an emergency, please call 911

Please fill in your name to proceed *

Your Name

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

Enter Waiting Room

- After you successfully launch the video call during the scheduled time, your provider will join the visit shortly