

Patient Guide: Behavioral Health Video Visits

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General Information

What is the Video Visit service?

Select Mental Health Counselors and Psychologists at Everett Clinic Center for Behavioral Health offer therapy sessions via a video visit for their returning patients. 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 from anywhere in Washington State. To find out whether your provider offers this service or for any other questions, **please talk to your provider or call our office at 425-339-5453.**

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.

Getting Started

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
- Bandwidth of 200 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

How do I set up VSee?

- If you are enrolled in TEC's MyChart patient portal, when you schedule a video visit you will receive messages in MyChart to support you with your visit:
 - 1) An appointment reminder, with a link to TEC's video visit platform
 - 2) A questionnaire form (PHQ-9) to fill out before your visit

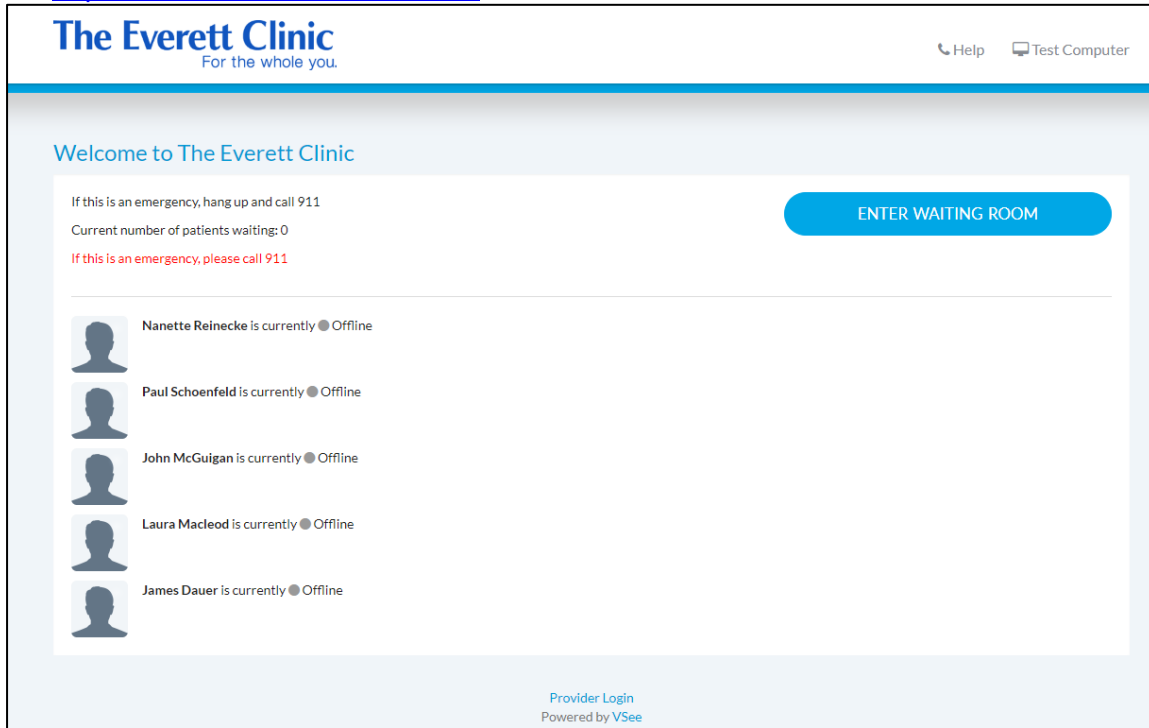
The screenshot shows an appointment reminder for a video visit. At the top, it says "Tuesday April 09, 2019" and "Arrive by 5:45 PM PDT". It also indicates "Starts at 6:00 PM PDT" and provides a link to "Add to Calendar". On the right side, it identifies the provider as "MARINA BEHAVIORAL HEALTH VIDEO VISITS" and lists the location as "Patient's home" with the phone number "425-339-5453". Below this, the "Address" is given as "1728 West Marine Dr. Everett, WA 98201". Detailed directions for both "Northbound I-5" and "Southbound I-5" are provided. At the bottom, there is a profile picture of "James Dauer, LH" and two callout boxes. The first box says "Prior to your visit do the following: Click on the link below and follow instructions: <https://everettclinic.vsee.me/ubh>". The second box says "You can save time at the clinic by filling out the following questionnaires: Patient Health Questionnaire (PHQ9) (Not Started)".

Getting Started

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

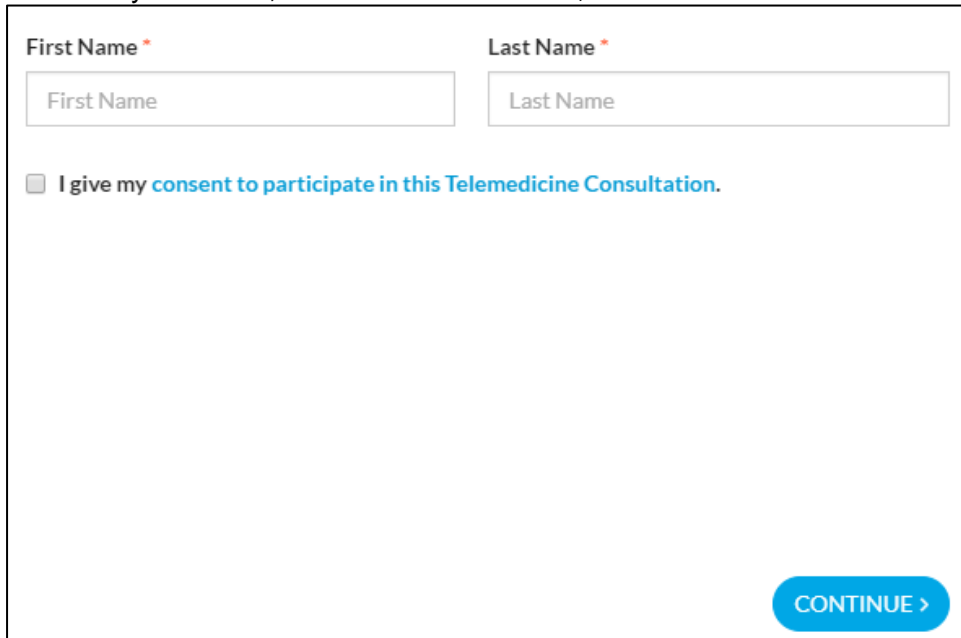
Using a computer:

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



The screenshot shows the VSee 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, there is a warning: "If this is an emergency, hang up and call 911" and "Current number of patients waiting: 0". A prominent blue button labeled "ENTER WAITING ROOM" is on the right. Below the button, a list of providers is shown, each with a profile picture and status: "Nanette Reinecke is currently Offline", "Paul Schoenfeld is currently Offline", "John McGuigan is currently Offline", "Laura Macleod is currently Offline", and "James Dauer is currently Offline". At the bottom, there is a "Provider Login" link and "Powered by VSee".

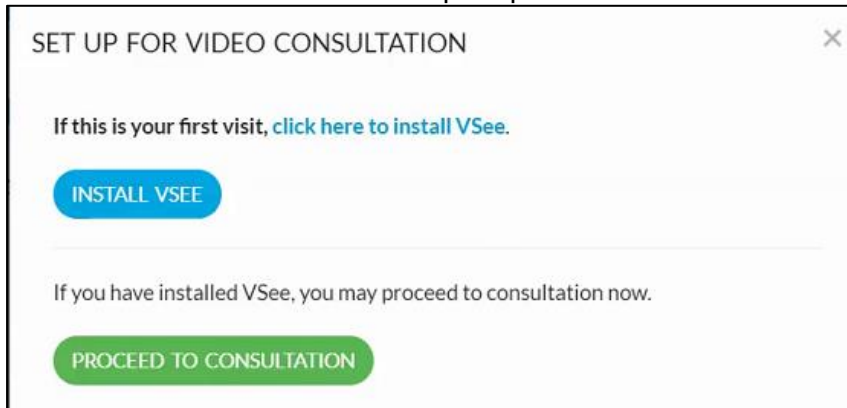
2. Enter your name, check the consent box, and click “CONTINUE”



The screenshot shows a registration form with two input fields: "First Name *" and "Last Name *". Below the fields is a checkbox labeled "I give my consent to participate in this Telemedicine Consultation." and a blue button labeled "CONTINUE >".

Getting Started

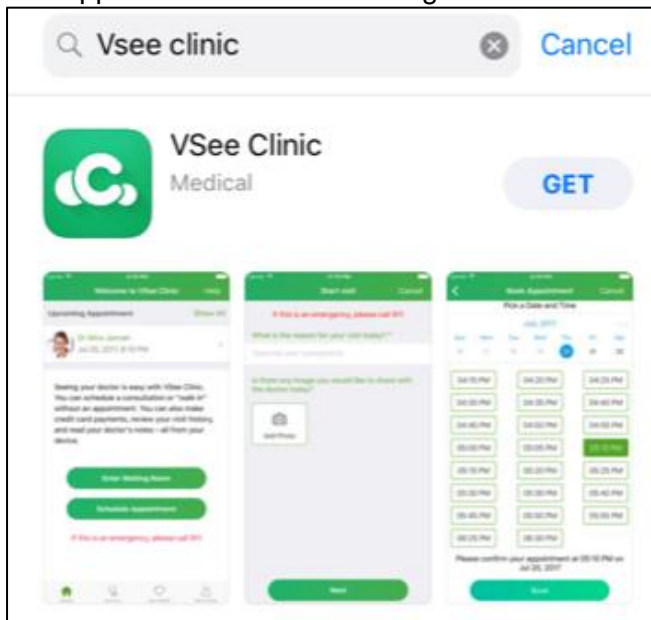
- For first time users: follow the prompts to install VSee



- 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

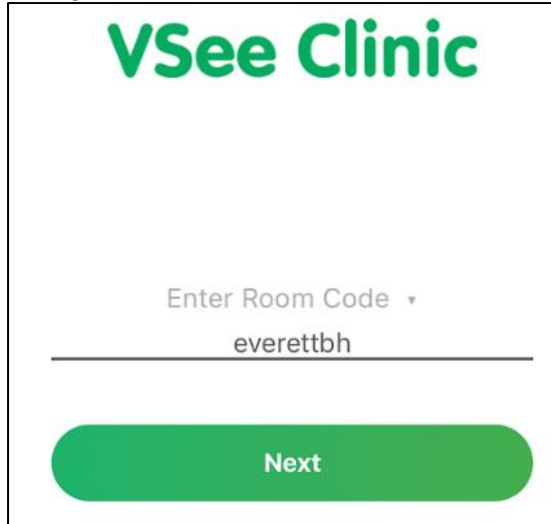
Using a smartphone or tablet:

- 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.



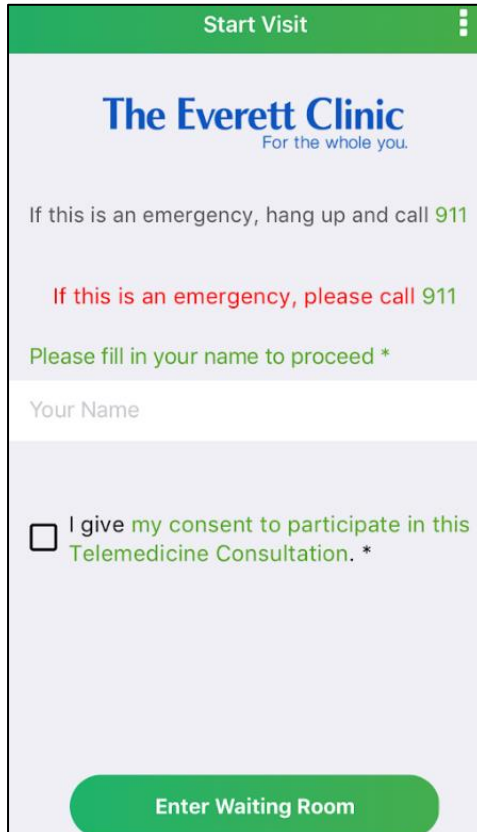
Getting Started

2. Enter the clinic using the room code: everettbh



The screenshot shows the VSee Clinic interface. At the top, the text "VSee Clinic" is displayed in a large green font. Below this, there is a label "Enter Room Code" with a small downward arrow. A text input field contains the code "everettbh". At the bottom of the screen is a large green rounded button labeled "Next".

3. Enter your name, check the consent box, and click "Enter Waiting Room"



The screenshot shows the "Start Visit" screen for The Everett Clinic. At the top, it says "Start Visit" in a green bar. Below that is the logo for "The Everett Clinic" with the tagline "For the whole you." There are two lines of text: "If this is an emergency, hang up and call 911" and "If this is an emergency, please call 911". A green instruction says "Please fill in your name to proceed *". Below this is a text input field labeled "Your Name". Further down is a consent checkbox with the text "I give my consent to participate in this Telemedicine Consultation. *". At the bottom is a large green rounded button labeled "Enter Waiting Room".

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

Support

Who do I contact for extra technical support?

- Contact VSee support: email support@vsee.com or call +1 (650) 614-1746 (6AM - 6PM PT)

What should I expect if I get disconnected from my provider?

- In the event that you are disconnected mid-appointment, you should expect a call from your provider at your preferred phone number.