

Patient Guide: Orthopedics Video Visits

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General Information

What is the Video Visit service?

Dr. McAllister and Jeff Stepanian with Everett Clinic's Orthopedics Department now offer follow-ups after surgery via 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. For any questions on this service, **please talk to Dr. McAllister or Jeff Stepanian or call our office at 425-412-1875.**

Will there be a charge for this visit?

No. Just like a follow up visit over the phone, this service is included in the fee of your procedure.

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

Getting Started

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:

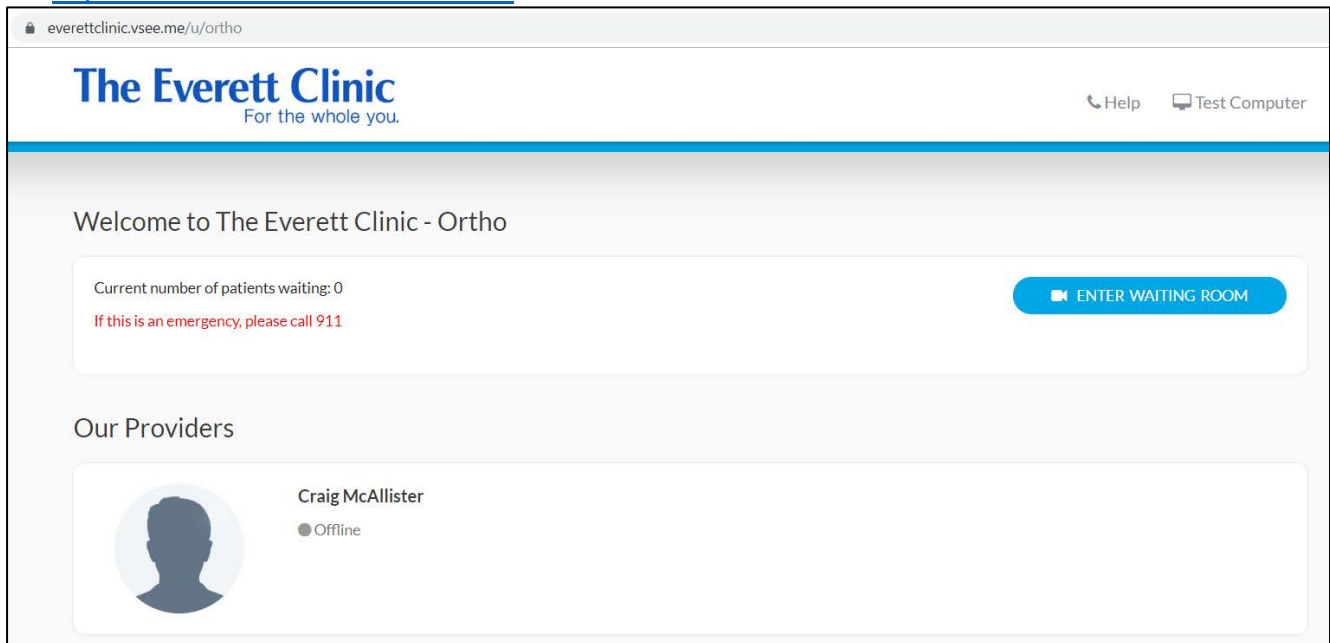
- JavaScript
- Cookies

How do I set up VSee?

- 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/ortho> and click "ENTER WAITING ROOM"



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

Getting Started

First Name * Last Name *

First Name Last Name

I give my consent to participate in this Telemedicine Consultation.

CONTINUE >

3. 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.

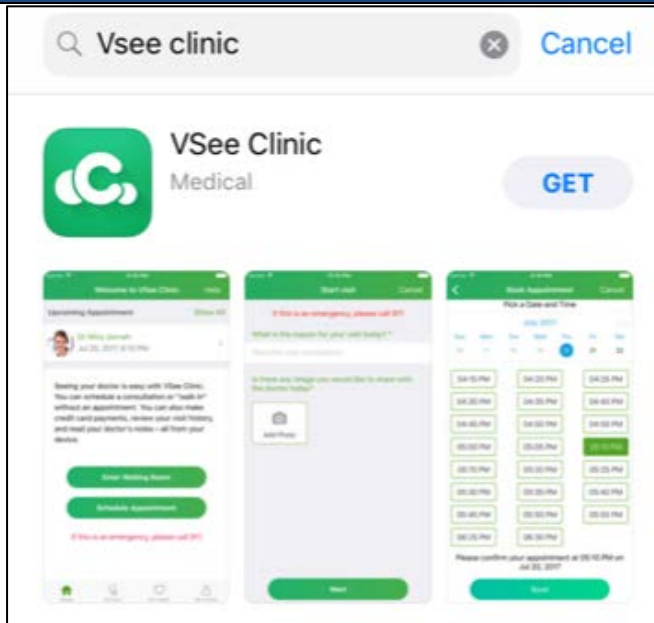
PROCEED TO CONSULTATION

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

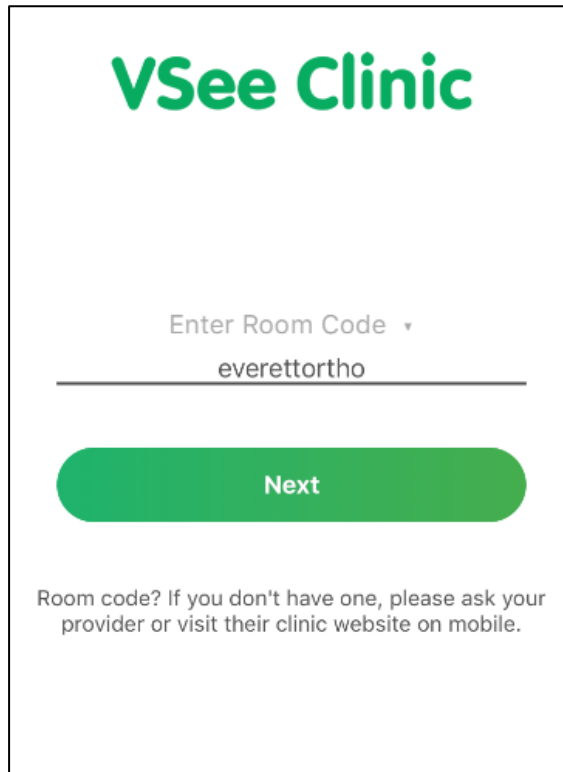
Using a smartphone or tablet:

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.

Getting Started



2. Enter the clinic using the room code: everettortho



Getting Started

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

The screenshot shows a mobile application interface for 'The Everett Clinic'. At the top, there is a green header with the text 'Start Visit' and a three-dot menu icon. Below the header is the clinic's logo, 'The Everett Clinic', with the tagline 'For the whole you.' underneath. A message reads: 'If this is an emergency, hang up and call 911'. Below that, in red text, it says 'If this is an emergency, please call 911'. A green instruction says 'Please fill in your name to proceed *'. There is a text input field labeled 'Your Name'. Below the input field is a checkbox with the text 'I give my consent to participate in this Telemedicine Consultation. *'. At the bottom of the screen is a large green button with the text '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.