



Patient Experience: How to Join My Telehealth Visit



For further assistance
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Patient Experience: Telehealth Visit

After a telehealth appointment is scheduled, the patient receives telehealth appointment reminders based on the provider's patient communication cadence with access to the telehealth visit room. They can join the appointment with any mobile, laptop, or desktop device with an internet-connected browser, camera, and microphone access.

If the appointment is a group visit, up to 24 participants can join the session with their camera and microphone enabled. The remaining participants can only enable their microphone. If they attempt to enable their camera, they receive a message stating, "Sorry, you can't turn on your cam on at the moment".

Note: Chrome is the preferred browser for optimal use for Telehealth. If you are experiencing issues with the microphone and/or camera, review Telehealth Microphone and Camera Settings in Chrome.

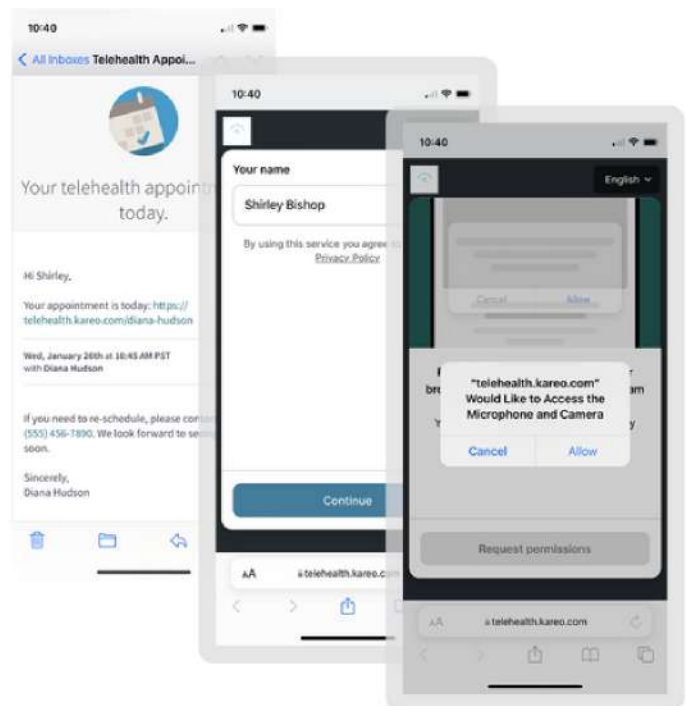
Access Telehealth Visit

Review the patient's experience accessing, knocking, and joining the provider's room for their telehealth visit.

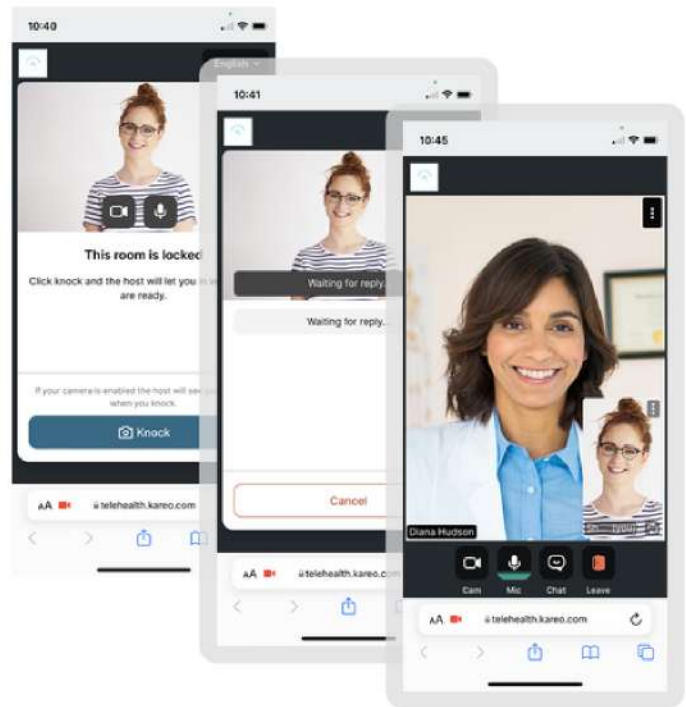
To help the patient visually confirm that they are joining the correct room, the practice's uploaded logo displays at the top left of the screen.

1. At the time of the appointment, the patient taps on the telehealth URL in their email or text. The *Telehealth* page opens in a new browser window.
2. The patient enters their name and taps *Continue*. The *Request Permissions* page opens.
3. Patient taps *Request Permission* to activate their camera and microphone.
4. Patient taps *Allow* to use the microphone and camera for the appointment. The provider's room opens.

Note: If the patient does not allow access to their microphone and camera, they may experience issues with the visit room's microphone and/or camera.



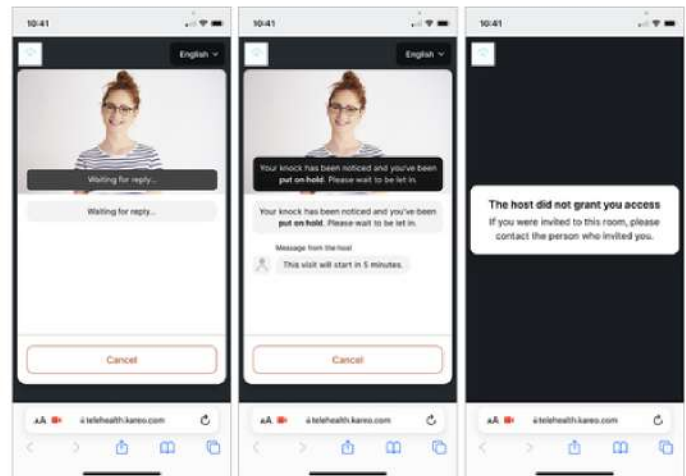
5. Patient taps **Knock** to let the provider know they have arrived for the appointment. An image of the patient is sent to the provider. The *Waiting Room* opens.
6. The patient waits for a reply from the provider or to be let into the visit room in the waiting room.
7. The patient is let into the room once the provider is ready to begin the telehealth visit.
8. To leave the visit, the patient taps **Leave**.



Virtual Waiting Room

Review examples of the patient's experience in the virtual waiting room after knocking.

- The patient is waiting for a reply from the provider or to be let into the room.
- The provider sent a response and put the patient on hold. The patient can review the message from the provider and continue to wait to be let into the room.
*Note:*The patient cannot reply to the provider's response.
- The provider denied the patient access to the room. The participant is removed from the waiting room and receives a message stating, "The host did not grant you access. If you were invited to this room, please contact the person who invited you."

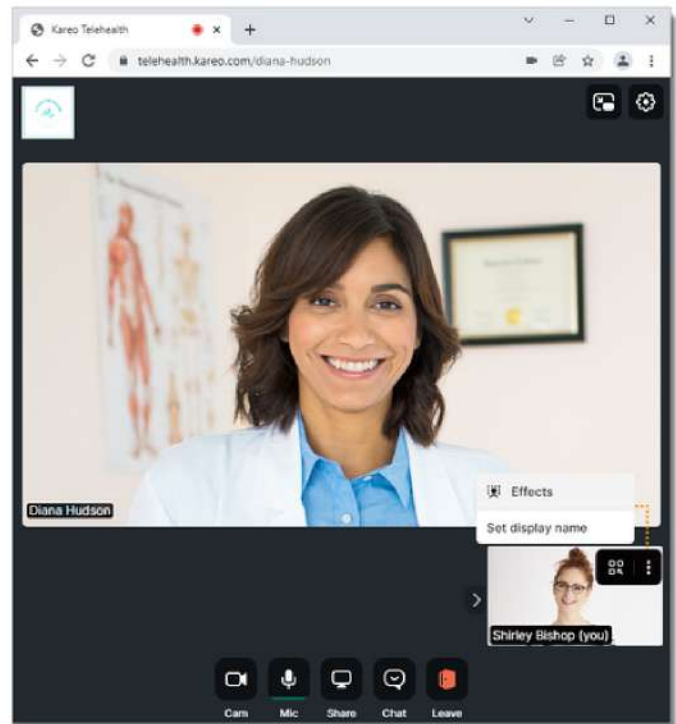


Patient View Set Up

Patients can set up their visit room layout when they join the room.

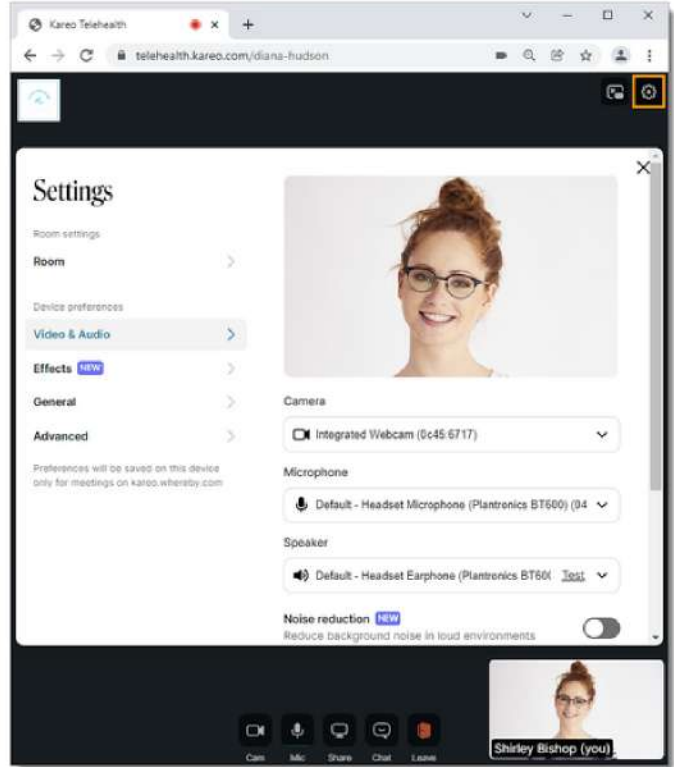
Desktop Layout

- a. The patient hovers over their window to see the controls. Depending on the browser, there are several desktop layout options available that includes:
 - *Hide*: Click the right arrow to hide the patient's window. To show the window, click the left arrow.
 - *Move to Grid*: Click to move the patient's window to the grid layout.
 - *More options*: Click the icon to display additional options:
 - *Effects*: Click to set a blurred background or a virtual background.
 - *Set display name*: Click to change the display name shown to everyone in the room.



b. Click the gear icon on the toolbar to configure the following settings:

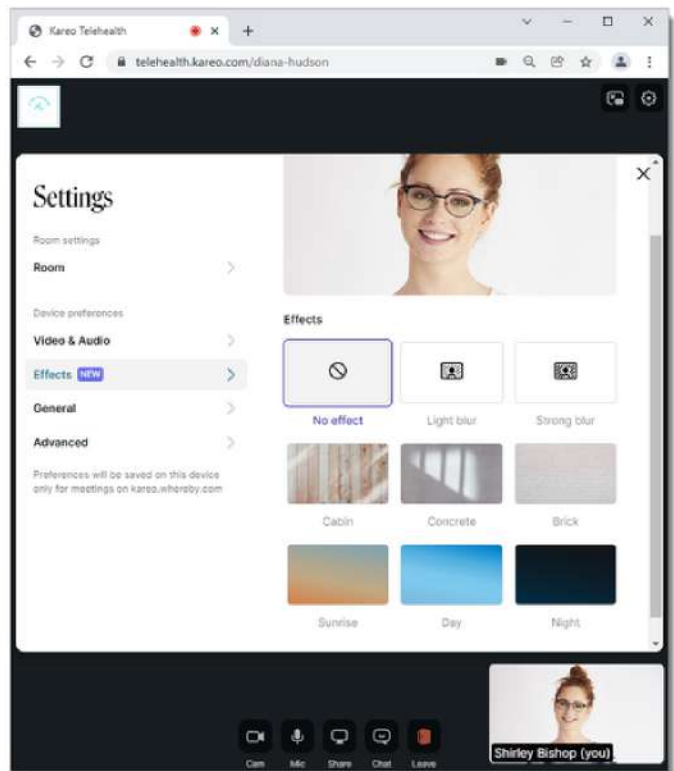
- **Video and Audio:** Set up preferences camera, microphone, speaker, background noise, HD video, widescreen video, and mirror settings



• **Effects:** Click Effects to select a blurred background or a virtual background.

• **General:** Click General to set language preferences or change the default emoji skin tone.

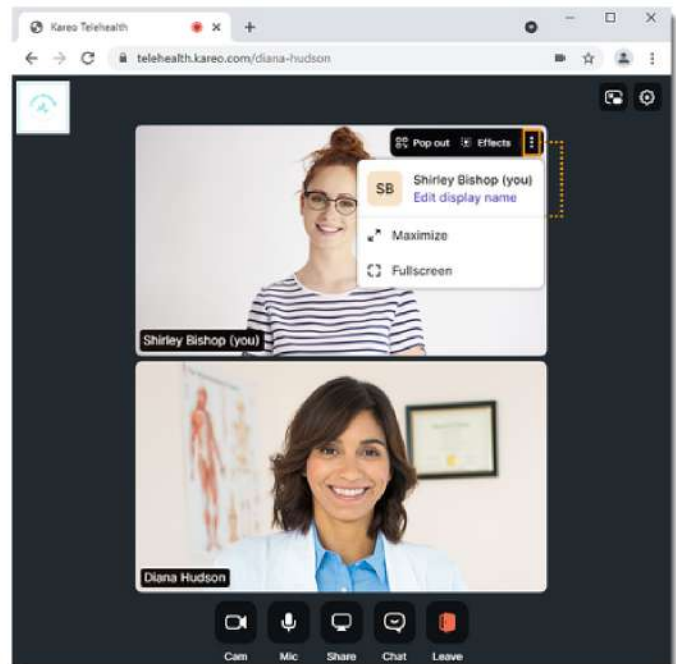
• **Advanced:** Click Advanced to set preferences for mobile mode, reduced visual effects, and automatically launching picture-in-picture.



Grid Layout

Additional options are available when the patient's window is moved to the grid.

- The patient hovers over their window to see the controls. Depending on the browser, there are several desktop layout options available that includes:
 - *Pop out*: Click to pop the patient's window out of the grid layout and onto the bottom right corner of the room. Click *Move to Grid* to return the video to the layout.
 - *Effects*: Click to set a blurred background or a virtual background.
 - *More options*: Click the icon to display additional options:
 - *Edit display name*: Click to change the display name shown to everyone in the room.
 - *Maximize*: Click to make the patient's window the largest for the patient only.
 - *Fullscreen*: Click to make the patient's window fill the entire screen for the patient only.



Mobile Layout

•The patient taps the more options icon on their window. Depending on the device and browser, there are several mobile layout options available that includes:

- *Switch Camera:* Tap to toggle between the front and rear-facing camera.
- *Move to grid:* Click to move the patient's window to the grid layout.
- *Set display name:* Click to change the display name shown to everyone in the room.



Grid Layout

Additional options are available when the patient's window is moved to the grid.

- The patient taps the more options icon on their window. Depending on the device and browser, there are several mobile layout options available that includes:
 - *Edit display name*: Tap to change the display name shown to everyone in the room.
 - *Switch Camera*: Tap to toggle between the front and rear-facing camera.
 - *Zoom out*: Tap to zoom out of the video.
 - *Maximize*: Tap to make the patient's video the largest for the patient only.
 - *Fullscreen*: Tap to make the patient's video fill the entire screen for the patient only.
 - *Pop out*: Tap to pop the video out of the grid layout and onto the bottom right corner of the room. Tap *Move to Grid* to return the video to the layout.

If another participant shares their screen, the screen share window is automatically maximized. The patient can hover over the screen share and tap the more options icon, then select *Zoom in*, *Minimize*, or *Full screen* when available.

