

# For Patients (Desktop/Laptop)

## WHAT YOU NEED

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

## BROWSER

Make sure you are using a supported browser. VSee works on:

- [Mozilla Firefox \(latest version\)](#)
- [Google Chrome \(latest version\)](#)

Also, in your settings, turn on:

- JavaScript
- Cookies

## TO GET STARTED

Once you have everything you need, close all other video conferencing programs, such as:

- WebEx
- Skype
- GoToMeeting

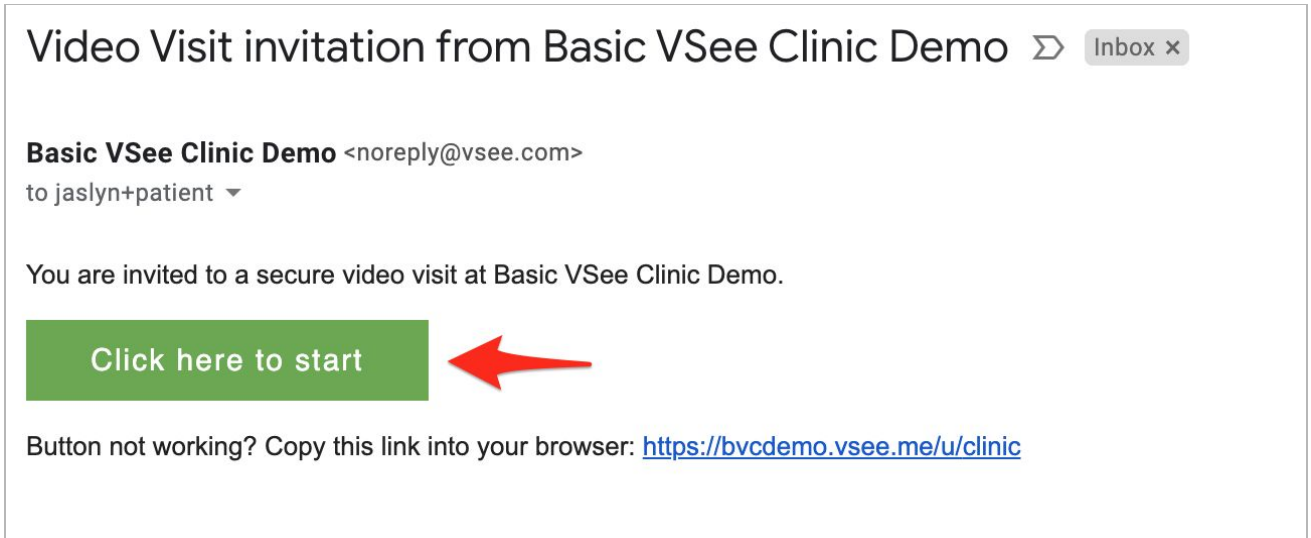
These programs can interfere with VSee.

## DOCUMENT VERSION

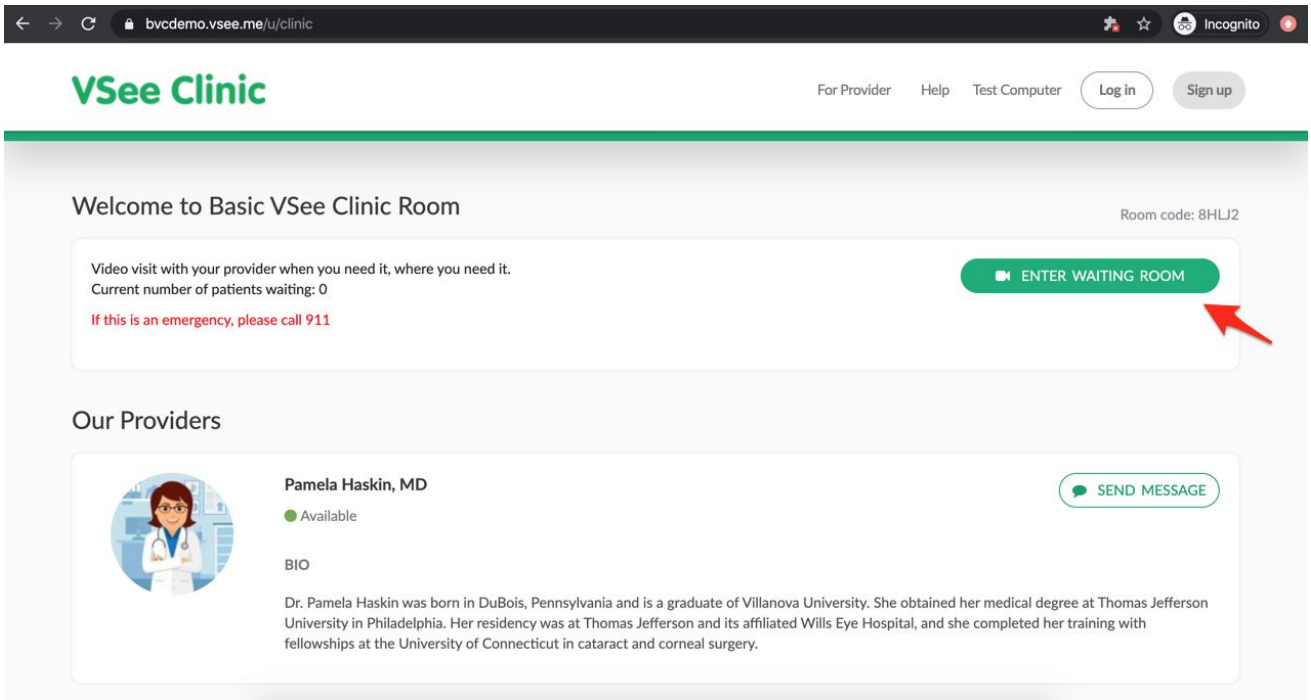
March 2020

### See your provider

1. To start, go to the **clinic web address** your provider gave you or if you received the invitation email from your provider, click on the button to proceed.

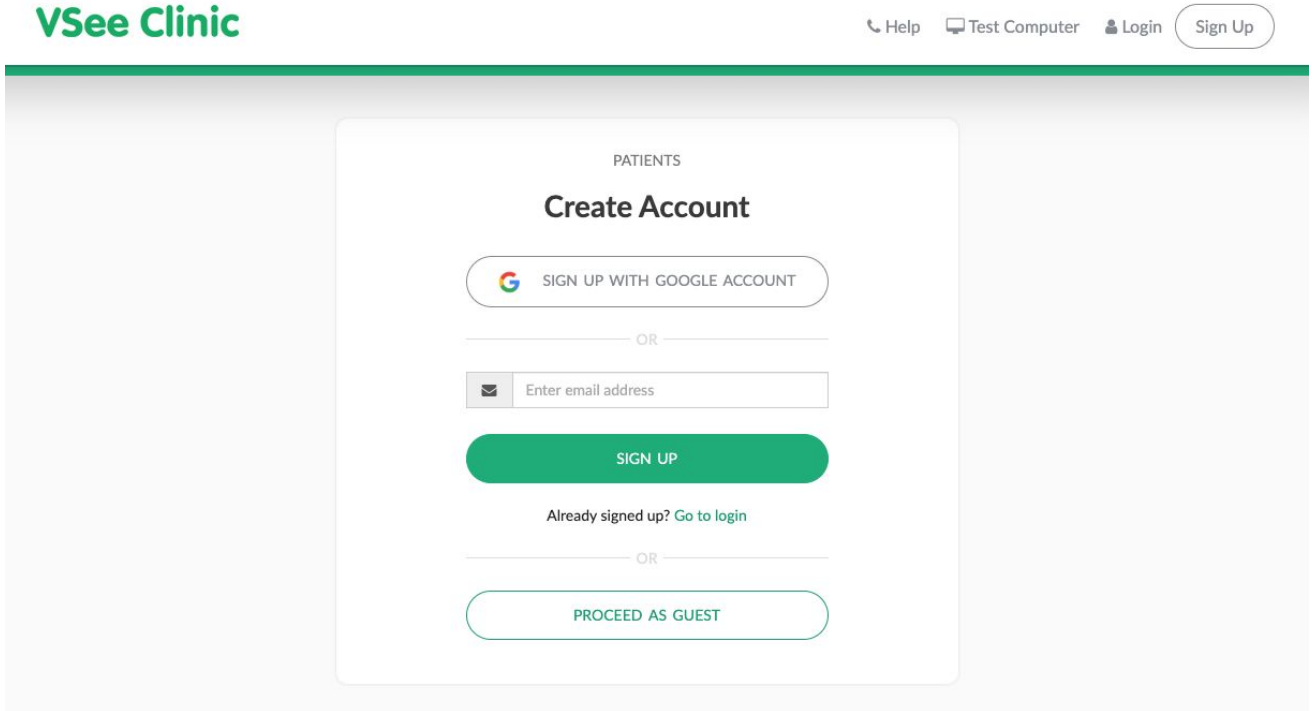


2. To see your provider, click on **Enter Waiting Room** button

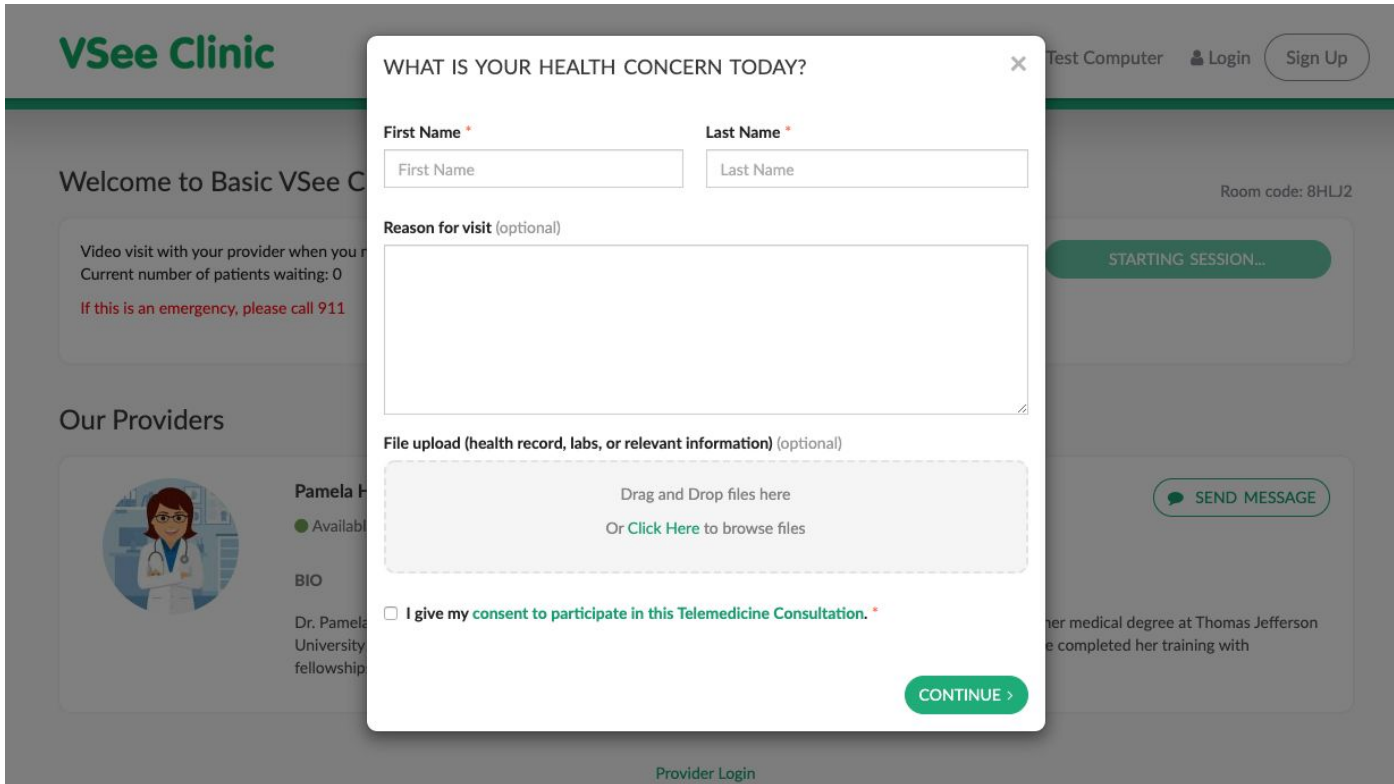


3. You will be prompted to **sign up** or you may **proceed as guest** to enter the waiting room.

If you have a Google account, click **Sign up with Google account**. If none, enter your email address, click Sign up, and follow email instructions on how to create your account.

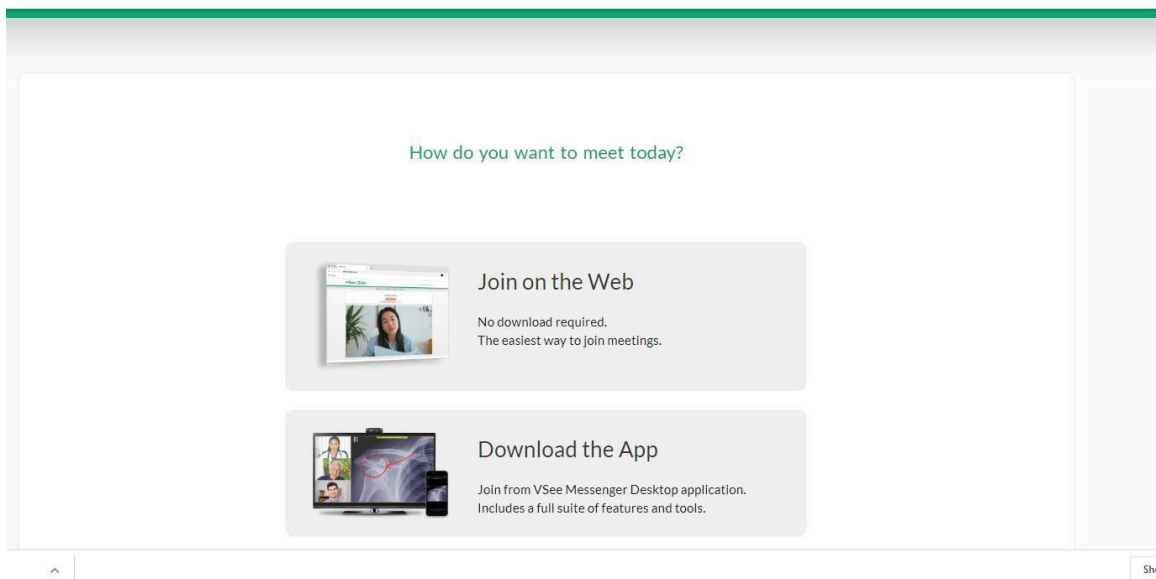


4. Fill in the intake form with the reason for your visit and any file you want to upload that is relevant to the consultation. Tick the box to give your consent for the video visit. (click on the link to read terms and conditions).

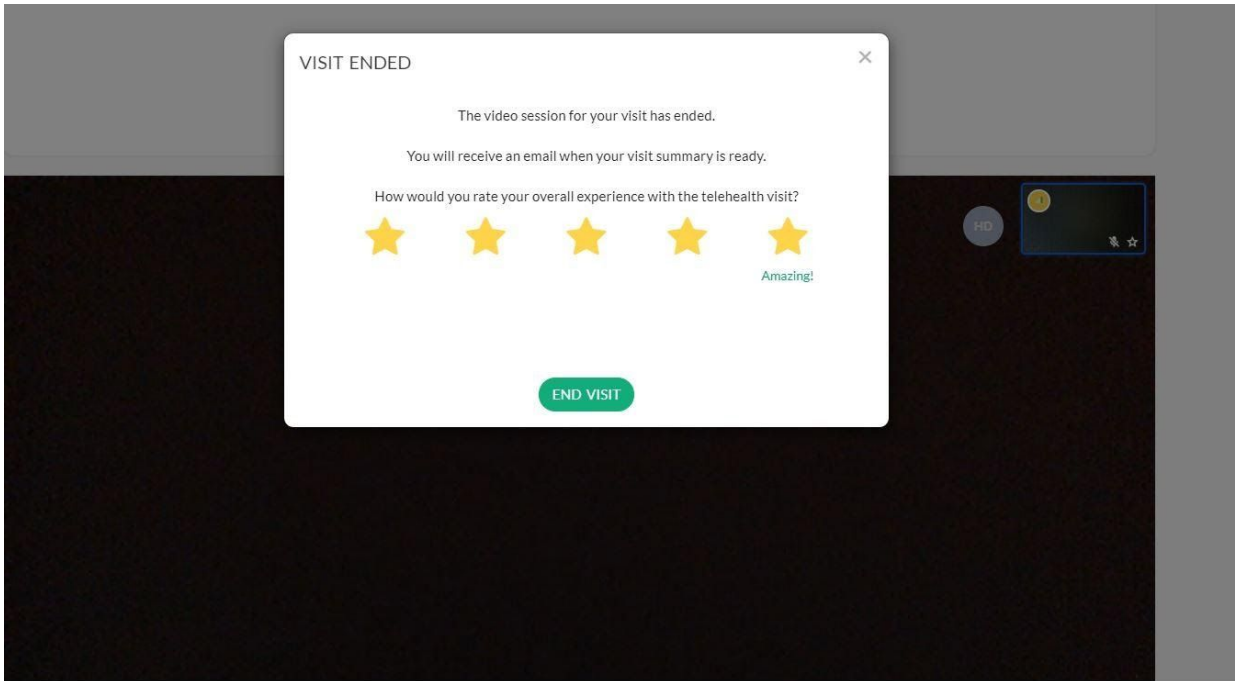


5. You have the option of launching the video in your browser without downloading an App, or launch with an App.

## VSee Clinic



6. When the visit ends, you can give feedback through star rating. Then click **End Visit**.



## View past visits and health info

1. You need to have an account in order to view your past visits and health information.

After signing in to your account, you will see past visits in the **Visits** tab and any document your Provider shared with you under the **Health** tab.

VSee Clinic Home **Visits** Health Help Test Computer Jaslyn Patient

Welcome to Basic VSee Clinic Room Room code: 8HLJ2

Video visit with your provider when you need it, where you need it.  
Current number of patients waiting: 0  
**If this is an emergency, please call 911**

**ENTER WAITING ROOM**

**Recent Visits** View All (42)

- Dr. Jaslyn Le
- Tue, 24 Mar 2020 - 04:23 PM
- [View Notes](#)

**Our Providers**

**Pamela Haskin, MD** Available **SEND MESSAGE**

**BIO**

Dr. Pamela Haskin was born in DuBois, Pennsylvania and is a graduate of Villanova University. She obtained her medical degree at Thomas Jefferson University in Philadelphia. Her residency was at Thomas Jefferson and its affiliated Wills Eye Hospital, and she completed her training with fellowships at the University of Connecticut in cataract and corneal surgery.

2. You will be able to view your health documents in the **Health** tab

VSee Clinic Home Visits **Health** Help Test Computer Jaslyn Patient

**Documents**

Files **+ UPLOAD FILE**

Show 25 entries Search:

Uploaded By	Description	Size	Date Uploaded	Action
You have not uploaded any Health Records.				

Showing 0 to 0 of 0 entries Previous Next

## Send messages to providers

1. Click on **Send Message** to send a message to your provider. You will be prompted to sign up for an account or sign in to your account in order to send messages.

The screenshot shows a web browser window with the URL `bvcdemo.vsee.me/u/clinic`. The page header includes the VSee Clinic logo, navigation links for 'For Provider', 'Help', and 'Test Computer', and buttons for 'Log in' and 'Sign up'. The main content area is titled 'Welcome to Basic VSee Clinic Room' and includes a 'Room code: 8HLJ2'. A central box contains instructions for video visits, a 'Current number of patients waiting: 0', and a red warning: 'If this is an emergency, please call 911'. A green button labeled 'ENTER WAITING ROOM' is positioned to the right. Below this is the 'Our Providers' section, featuring a profile for 'Pamela Haskin, MD'. Her profile includes a circular avatar, a green 'Available' status indicator, and a 'SEND MESSAGE' button highlighted with a red arrow. Her bio states she was born in DuBois, Pennsylvania, graduated from Villanova University, and completed her medical degree at Thomas Jefferson University in Philadelphia. Her residency was at Thomas Jefferson and its affiliated Wills Eye Hospital, and she completed her training with fellowships at the University of Connecticut in cataract and corneal surgery.

## For Patients (Mobile)

### WHAT YOU NEED

To enjoy the best experience on VSee, make sure you have:

- High-speed Internet access
- Bandwidth of 150 kbps (500 kbps is best)
- Working camera, speaker and microphone

### TO GET STARTED

Once you have everything you need, close all other video conferencing programs, such as:

- WebEx
- Skype
- GoToMeeting

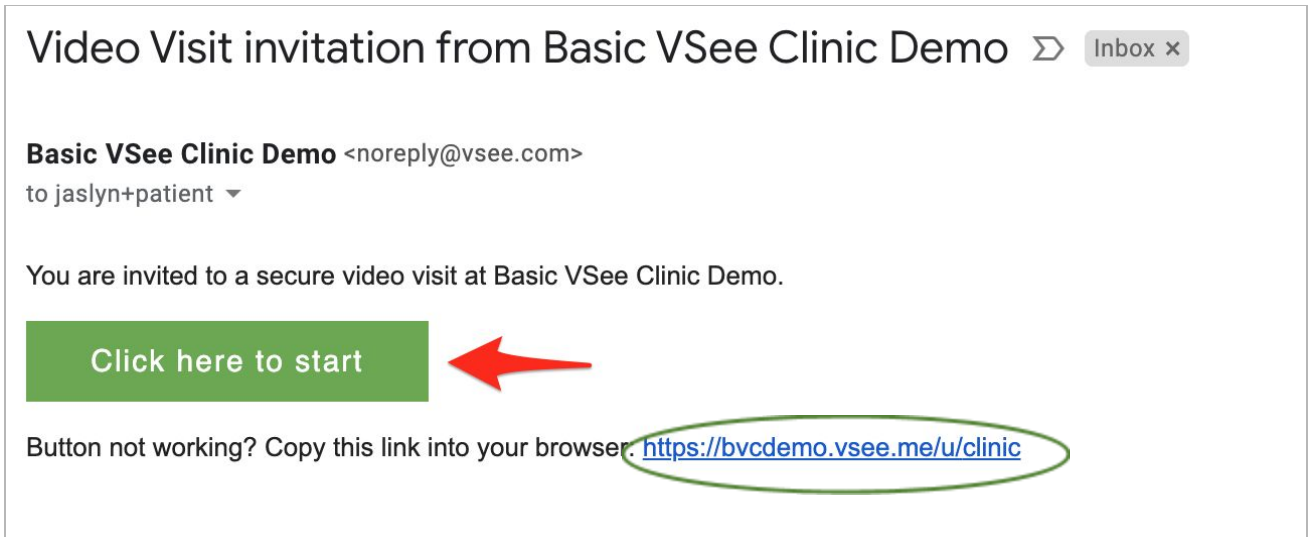
These programs can interfere with VSee.

### DOCUMENT VERSION

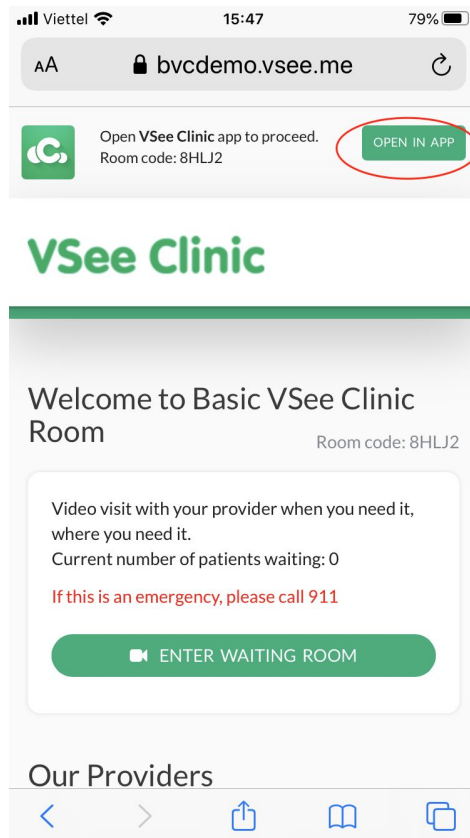
March 2020



1. Click on the URL your provider sent you or type the URL in your mobile browser

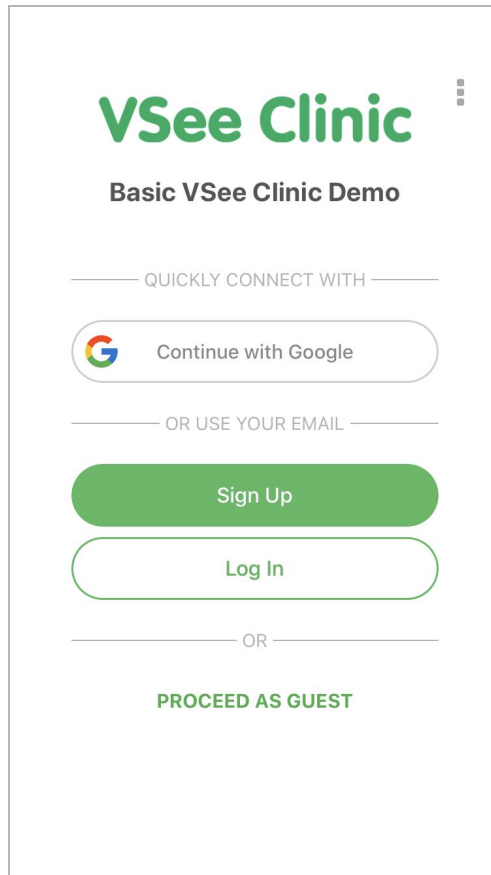


2. VSee Clinic will launch in your browser. On the upper right corner, click on **Open in App**.



## Patient Manual

7. You will be prompted to **download the VSee Clinic app on the App Store/Google Play** if this is the first time you use the app.
8. Once the app is downloaded and launched, you can choose to **Sign up with your Google Account** or with another email. If you don't want to create an account, you can **Proceed as Guest** to the waiting room.



9. Enter information in the intake form, give consent for the video visit (click on the link to read the terms and conditions) and click continue.

Search 17:03 65%

< Start visit Cancel

What is the reason for your visit today?

Describe your symptom(s)

Where are you located at the time of this visit? \*

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

Is there any image you would like to share with the doctor today?

Add Photo

If this is an emergency, please call 911.

Next

10. Your provider should be with you shortly.

