What is a telehealth visit?

A telehealth visit is a safe, secure way for you to connect with a provider remotely for a scheduled visit. This virtual appointment takes place using a smartphone, computer or computer tablet that has a microphone and a camera. It’s simple to use and there are no apps to download.

MercyOne and our providers are committed to making health care more convenient by enabling you to interact with your provider from the comfort of your home or wherever you are.

What will I need for a successful video visit?

1. A windows PC, Mac, iPhone, iPad, Android smartphone or Android tablet with:
   - A camera
   - A microphone
   - The ability to receive text messages or email
2. An internet connection
3. A modern web browser

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<tr>
<th>On a PC or Mac</th>
<th>On a Phone or Tablet</th>
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<td>Chrome</td>
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Before your appointment:

1. Call your provider’s office to schedule a telehealth visit.
2. Please be ready and available 10 minutes prior to your scheduled time.
   - Position yourself in a location that is private and well lit;
   - Keep background noise to a minimum; and
   - If possible, place your device on a table or desk that allows for comfortable viewing for you and of you
At the time of your appointment:

1. You will receive a text or email from your provider.
2. Tap on the link you receive to join a chat session with your provider. If prompted, choose “Connect.”
3. Agree to the Terms of Use by clicking/tapping the green “Agree” button.
4. Reply to the message to begin get started.
5. Tap the "TEST YOUR EQUIPMENT" button to begin testing your video, speaker and microphone connections.

6. When the tests are complete, tap "Submit" to let your provider know you are ready.
7. When your provider is ready, they will send you a request to join a video chat.
   Select the green “Yes” button to begin.

8. You can end your video chat at any time by tapping the red phone button at the bottom of the screen.
   Tapping the help button in the upper right will allow you to send a quick message to our provider if there is a problem.
Having problems?

“Video, speaker or microphone test failed”
If you have another web browser installed like Chrome or Safari, try copying the links from the text message and paste it into Chrome or Safari.

“I can see my provider, but I cannot hear them”
- Is your device muted? Check if the microphone icon is white. A red microphone means you are muted.
- Is the volume on your device turned up?
- Is your device unintentionally connected to wireless headphones or speakers?

“My camera and/or microphone do not seem to be working”
Check our browser security settings

Safari website settings

1. Tap the “AA” button, then website settings
2. Ensure camera and microphone are set to “Allow”

Chrome site settings

1. Tap the menu button (3 vertical dots), then tap “Settings”
2. Tap “Site Settings”
3. Ensure qliqsoft.com is “Allowed” in camera and microphone settings