

# Getting Started with UI Health Virtual Video Appointment for Android Phone and Tablet

During the COVID-19 pandemic, UI Health is using virtual video appointments to reduce your risk of illness by joining your appointment with your clinician or care team from the comfort of your own home.

This guide includes tips and instructions on how to join your virtual video appointment when using an Android phone or tablet.

## What do I need for my virtual video appointment?

1. You will need:
  - Tablet/Smartphone with Android operating system and front facing camera and speakers.
2. You will also need an internet/Wi-Fi/mobile data connection.

**InTouch works best when using Google Chrome (version 68 or higher), Firefox (version 61 or higher), or the InTouch Patient mobile application.**

NOTE: Microsoft Edge or Internet Explorer (IE) will NOT work. If you are using an Android device, instructions on how to change your default browser to Chrome (if not already set) are shown below.

## Download the InTouch Patient Mobile App

1. On your Android phone or tablet, go to the Google Play Store and search for **InTouch Patient** .
2. Tap **Install**.
3. Tap **Accept** (note that it may take some time for the application to install on your device).
4. If you have a scheduled appointment, please see the instructions in the **What do I need to do the day of the virtual appointment?** section.

## Download Google Chrome for Android

1. On your Android phone or tablet, go to the Google Play Store and search for **Chrome** .
2. Tap **Install**.
3. Tap **Accept**.
4. To start browsing, go to the Home or All Apps page. Tap the Chrome app .

## Set Chrome as your Default Web Browser on Android

1. On your Android, find Google settings in **ONE** of these places (depending on your device):
  - Open your device's **Settings** app. Scroll down and select **Google**.
  - Open a separate app called **Google Settings** .
2. Tap **Apps** (or **Apps & Notifications**).
3. Open your default apps through **ONE** of these methods:
  - In the top-right, tap Settings . Under 'Default', tap **Browser app**.
  - Tap **Advanced** > **Default apps** > **Browser app**.
4. Tap Chrome .

## What do I need to do the day of the virtual video appointment?

Preparing for your virtual video appointment is easy. Complete the steps below to ensure you're ready for your virtual video appointment.

1. **Ensure you are connected to Wi-Fi for the best experience.**
2. Approximately 15 minutes prior to your appointment, open your email or text that contains your appointment link.
3. Click the unique link embedded in the email or text.
  - NOTE: You may need to copy and paste the link into your web browser if clicking the link does not work.



- If prompted, make sure to allow InTouch to use your camera and microphone

4. Click **Enter Waiting Room** link.
5. Click **Check In**.
6. You will be placed in a waiting room until your medical professional arrives.
  - Once you have entered your session, you should be prompted to allow access to your webcam and microphone.
    - If you are not prompted, click **Test Connection**, or check your browser settings.
    - If you need to leave your session, click **Exit**.
      - Select **No** if you do not wish to exit and you will be returned to your session, otherwise click **Yes** to confirm your exit.
7. The medical professional will end the virtual video appointment at the end of your session.
  - NOTE: If you close your browser during your virtual video appointment, it will end the session on your device. However, the provider will remain in the session. Simply click the link again from your email and you will return to the session.

## How should I prepare my space for my virtual video appointment?

### Virtual Video Appointment Best Practices

- Connect to Wi-Fi.
- Restart your device so it runs efficiently
- Close any unnecessary programs and applications before you start your appointment
- Update your device regularly to help the performance and compatibility of your device
- Know where your volume control is so you can adjust the volume to your liking or mute/unmute your speakers

### Webcam Best Practices

- Be at least 3 feet back from the camera
- Have your shades drawn and avoid backlighting
- Look at the camera when you are speaking
- Keep background noise to a minimum by closing doors and windows nearby
- Silence your cellphone before starting the appointment

## Is my virtual video appointment private?

1. Just like a face-to-face appointment, your virtual video appointment will be private and confidential.
2. Your virtual video appointment uses industry standard SSL/TLS encryption to enhance security of electronic data transmissions.
3. InTouch Health will maintain all applicable HIPAA and other regulatory requirements to the extent that it has access to, or otherwise stores, processes, or transmits PHI (Personal Health Information).

## Tips for Success

1. Please join the virtual video appointment 5-15 minutes early to test your settings.
2. If you need to cancel or have questions about your appointment, please contact your clinic.