Getting Started with UI Health Virtual Video Appointment for iPhone/iPad

During the COVID-19 pandemic, UI Health is using virtual video appointments and providing options for you to have 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 on your iPhone or iPad.

What do I need for my virtual video appointment?

1. You will need:
   - Tablet/Smartphone with updated iOS version 13.4.1 and front-facing camera and speakers.
     - Make sure your camera has the permissions to start when your appointment starts.
       - For **iOS Devices**, this can be done by:
         - Go to **Settings** on your device
         - Scroll down and open the **Safari** tab
         - Ensure **Camera & Microphone** are set to **Allow.**
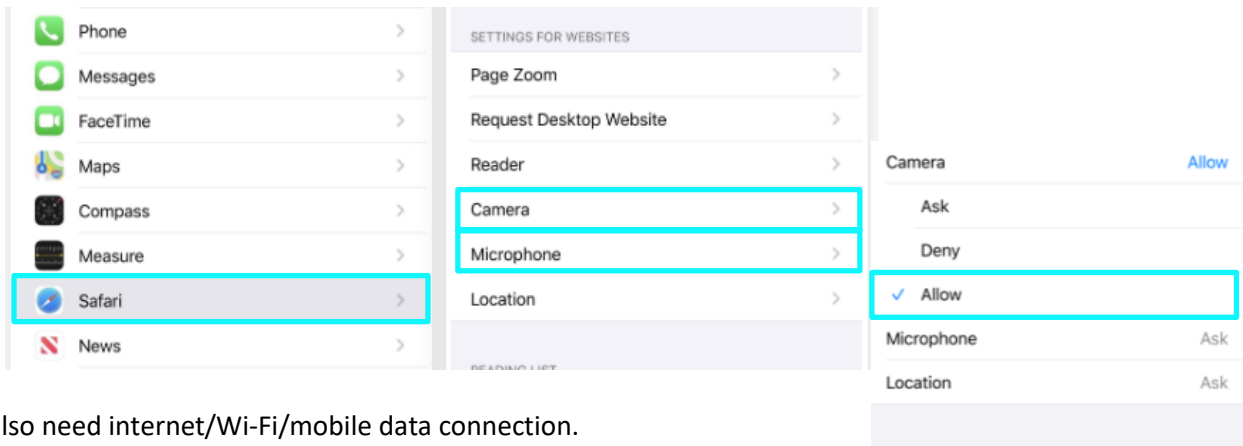
2. You will also need internet/Wi-Fi/mobile data connection.

> **InTouch works best when using Safari or the InTouch Patient mobile application.**
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> **IMPORTANT:** InTouch on iOS versions 13.3 and 13.4 can experience intermittent issues with InTouch. **For the best experience, ensure your iOS device has been updated to version 13.4.1 (or a version older than 13.3) and is connected to Wi-Fi.**

Download the InTouch Patient Mobile App

1. On your iPhone or iPad, go to the Apple App Store and search for **InTouch Patient** .
2. Tap **Get**.
   - Depending on your device's security setup, you may need to **Accept** the download.
3. 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.

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 the 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.

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.
     - **IMPORTANT**: 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.