

Richmond Medical Clinic: Video Visit using Ontario Telemedicine Network (OTN)

Here is information about your upcoming video visit. This service is offered by the Richmond Medical Clinic through the Ontario Telemedicine Network.

How to get ready for your appointment

1. You will need:
 - a) One of the following:
 - i. A PC or Mac computer with a camera, microphone and speaker
 - ii. A laptop (with a camera, microphone, and speaker embedded or attached)
 - iii. iPhone/iPad or Android smartphone/tablet

*If using a phone, it is suggested that earbuds/headphones are used as patient may not be able to hear the physician
 - b) A telephone nearby in case there are issues connecting; the physician will call you at the number on file if there are technical issues
 - c) A stable internet connection good enough to watch videos or connect to a video chat
 - d) A private and quiet location for the duration of the appointment
 - e) An email address

*Please start the call 5-10 mins before the scheduled time in case you run into issues

2. You will receive a confirmation email from OTN No Reply do-not-reply-otninvite@otn.ca. This email will include a link to start the visit.
3. Joining an eVisit is simple. Detailed instructions are provided in the appendix.
 - a) Prepare
 - i. Desktop / laptop users: You will join your appointment using your web browser. For the best experience, use the Chrome browser.
 - ii. Mobile users: Install the "Pexip Infinity Connect" app for iPhone/iPad or for Android phone/tablet. Close the app once the installation is complete.
 - iii. We recommend that you test your internet connection in advance. For a medium-quality video call, a minimum of 1 Mbps download and upload speed is needed.
 - b) Connect
 - i. When it's time for your appointment, click the "Start Evisit" button in the appointment email to join.
Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call.

Confidentiality




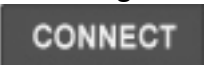
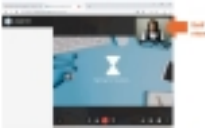
The Richmond Medical Clinic is using Ontario Telemedicine Network as it is considered secure. However, despite best efforts to ensure highly secured technology on the part of The Richmond Medical Clinic, your information could be accessed/intercepted by ("hacked") or inadvertently shared with unauthorized persons.

You are welcome to have a spouse or caregiver present for the appointment, but you must inform the clinician if another person is present or can hear and they must be within view of the camera. Recording the visit is a breach of privacy and is not permitted.

A visit using OTN cannot always replace a face to face visit. If further assessment is required, we may suggest you come to the clinic for an in-person visit.





Appendix: How to Join Your Appointment





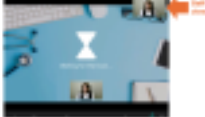






For step-by-step instructions, choose an option below to understand how to prepare for and connect to your appointment:

I have a computer or laptop	
Equipment	PC or Mac computer with webcam, speakers, and microphone. See detailed requirements for PC/Windows or Mac .
Browser	Chrome
Test before the appointment	<p>Test your internet connection using speedsmart.net or fast.com (minimum speed: download 5 Mbps; upload 0.77 Mbps).</p> <p>Run a self test:</p> <ol style="list-style-type: none"> 1. Open your email invitation and click Test your device link. (Look for an email with the subject "<i>Video eVisit Invitation - Event ID</i>" from sender "<i>do-not-reply-otninvite@otn.ca</i>"). 2. Click  in the Self Test section. 3. Enter your name > click . 4. Check your microphone, camera, and audio output settings and then click . 5. Enter the PIN given to you by the organizer (if provided) and click . 6. If the call is successful, a "<i>waiting for the host</i>" screen appears with your self view. 

<p>On the day of the appointment</p>	<ol style="list-style-type: none"> 1. Open your email invitation. (Look for an email with the subject "Video eVisit Invitation - Event ID" from sender "do-not-reply-otninvite@otn.ca"). 2. Click Start eVisit using Chrome. 3. Enter your name > click CONNECT > click START. 4. Enter the PIN given to you by the organizer (if provided) and click CONNECT. 5. If you join first, a "waiting for the host" screen appears until the other participant joins the call.
<p>More information</p>	<p>See detailed instructions for PC or Mac.</p>

I have a smart-phone or tablet

<p>Equipment</p>	<p>Android phone or tablet (version 7+); iPhone or iPad (version 10+). See detailed requirements for Android or iPhone/iPad.</p>
<p>App Download</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>iOS/Apple Pexip Infinity Connect app</p> </div> <div style="text-align: center;">  <p>or Android Pexip Infinity Connect app</p> </div> </div> <p>Download and install the app for your device.</p> <p>Make sure you follow any on-screen prompts to allow access to Calendar, Camera and Microphone, as well as input your Name.</p> <div style="display: flex; justify-content: space-around; font-size: small;"> <div style="text-align: center;"> <p>iOS setup</p>  </div> <div style="text-align: center;"> <p>Android setup</p>  </div> </div>
<p>Test before the appointment</p>	<p>Test your internet connection using speedsmart.net or fast.com (minimum speed: download 5 Mbps; upload 0.77 Mbps).</p> <p>Run a self test:</p> <ol style="list-style-type: none"> 1. Open your email invitation from your mobile device and tap Test your device link. (Look for an email with the subject "Video eVisit Invitation - Event ID" from sender "do-not-reply-otninvite@otn.ca"). 2. Tap Test in the Self Test section.

	<p>3. If you use an iPhone or iPad and are not using a headset, make sure you tap the  icon and switch to the  icon.</p> <p>4. To test the video visit, tap .</p> <p>5. Enter the PIN given to you by the organizer (if provided) and tap .</p> <p>6. If the call is successful, a "waiting for the host" screen appears with your self view.</p> 
<p>On the day of the appointment</p>	<p>Ensure your device's battery is fully charged and not in power saver mode.</p> <p>1. Open your email invitation from your mobile device. (Look for an email with the subject "Video eVisit Invitation - Event ID" from sender "do-not-reply-otninvite@otn.ca").</p> <p>2. Tap .</p> <p>3. Tap .</p> <p>4. If you use an iPhone or iPad and are not using a headset, make sure you tap the  icon and switch to the  icon.</p> <p>5. To join the video visit, tap .</p> <p>6. Enter the PIN given to you by the organizer (if provided) and tap .</p> <p>7. If you join first, a "waiting for the host" screen appears until the other participant joins the call.</p>