

RMCC

Patient Manual

team you

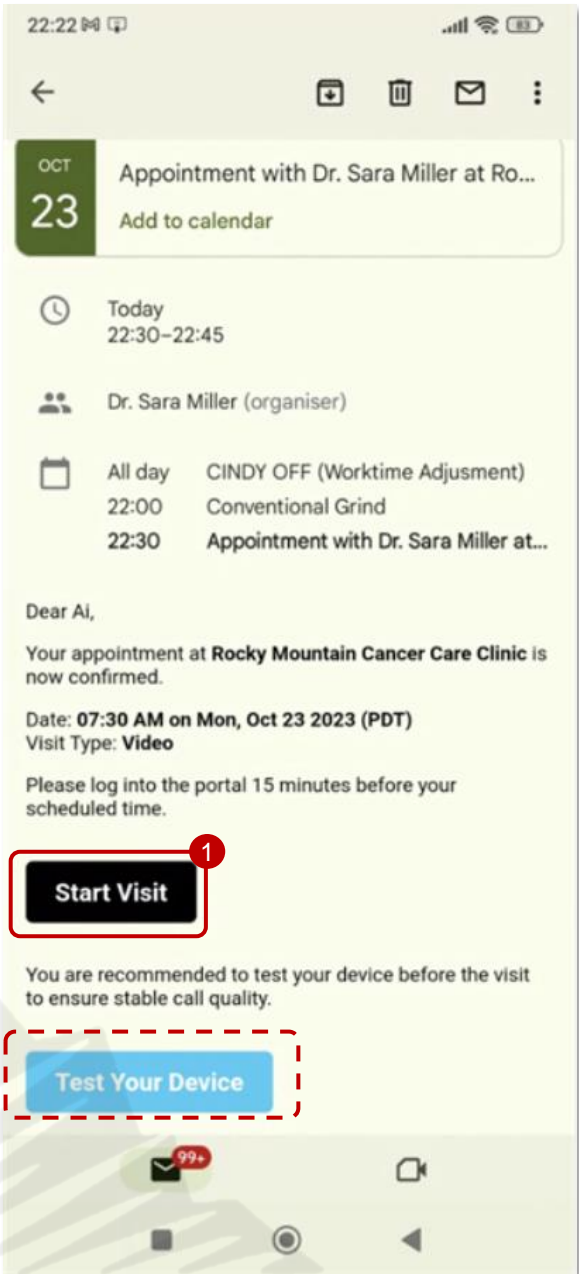
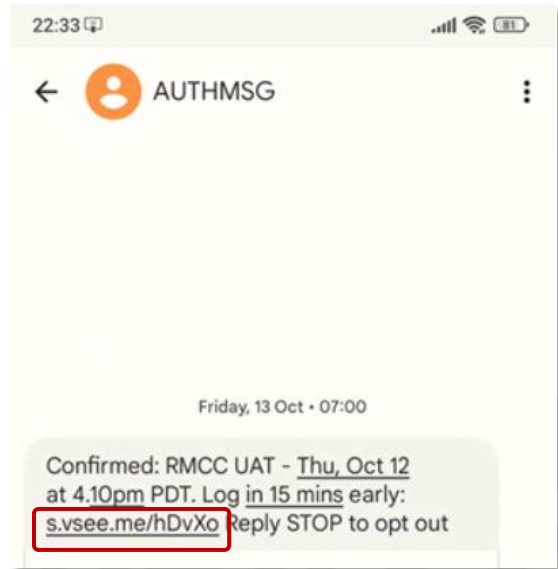
Relentlessly dedicated
to our patients' health



Once your appointment has been confirmed, you will receive an email or SMS notification with the link to the scheduled appointment.

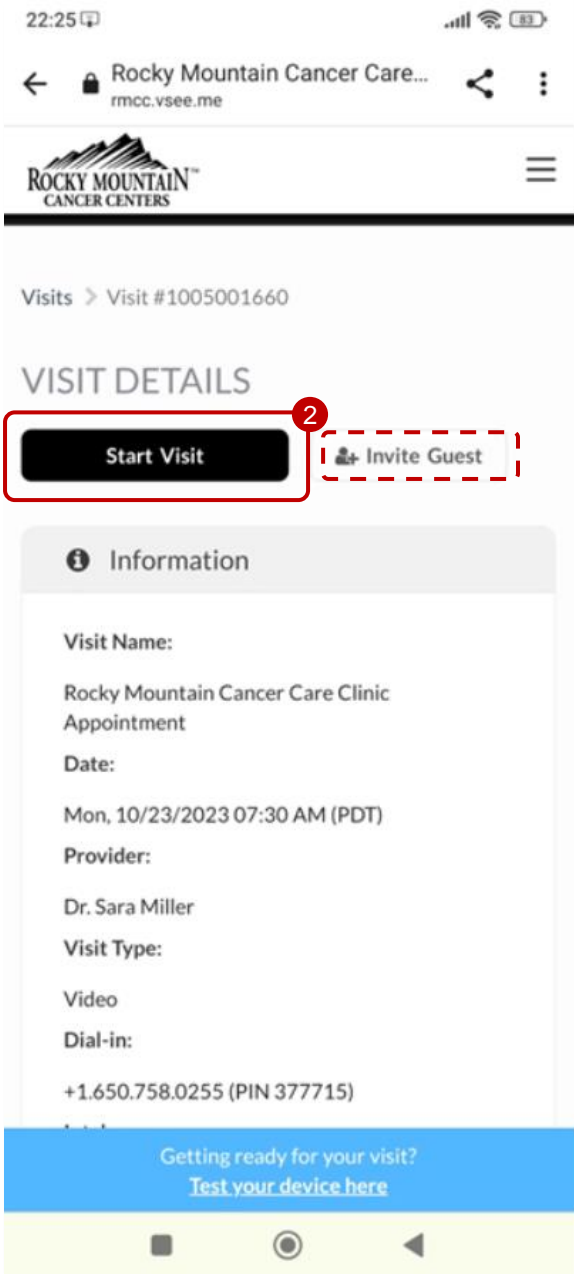
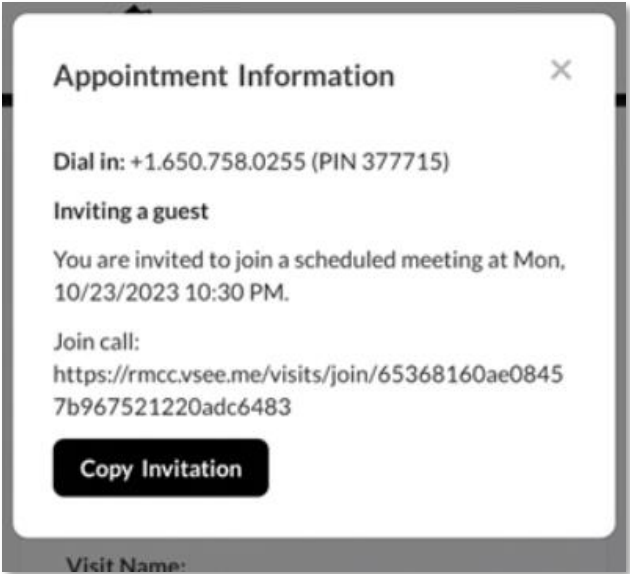
- 1 Click on **Start Visit** from the email OR click on the **link** from SMS.

Note: You can also Test Your Device first.



- 2 You are now on the Visit Details page. Click on **Start Visit**.

*Note: You can also click on **Invite Guest** to invite other guests (e.g. family members) into the visit.*



③ Complete the Intake Form.

You will be asked if you are currently located in the state of Colorado or if you are a Medicare patient.



22:26

Rocky Mountain Cancer Care...
rmcc.vsee.me

WHAT IS YOUR HEALTH CONCERN TODAY? X

Are you currently located in the state of Colorado, or are you a Medicare patient? *

☐ State of Colorado or Medicare patient
☐ Other state

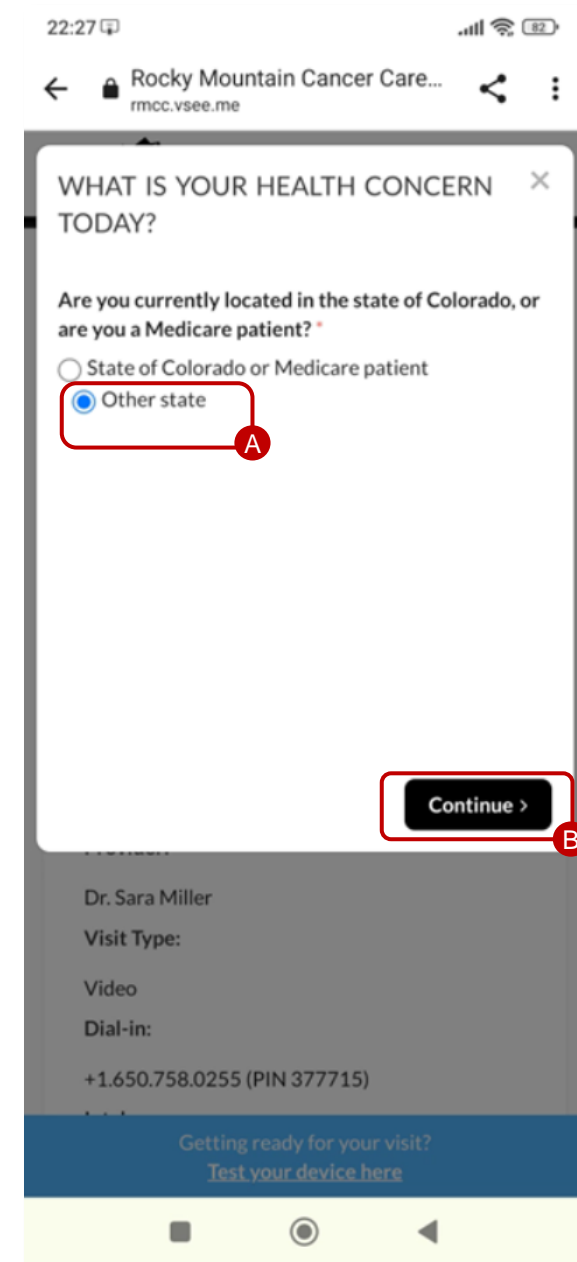
Continue >

Dr. Sara Miller
Visit Type:
Video
Dial-in:
+1.650.758.0255 (PIN 377715)

Getting ready for your visit?
[Test your device here](#)

Scenario 1:

- A If you are currently located outside Colorado state and you are not a Medicare patient, select the second option - **Other state**.
- B Then click on **Continue**.



22:27

Rocky Mountain Cancer Care...
rmcc.vsee.me

WHAT IS YOUR HEALTH CONCERN TODAY? X

Are you currently located in the state of Colorado, or are you a Medicare patient? *

☐ State of Colorado or Medicare patient
☒ Other state

Continue >

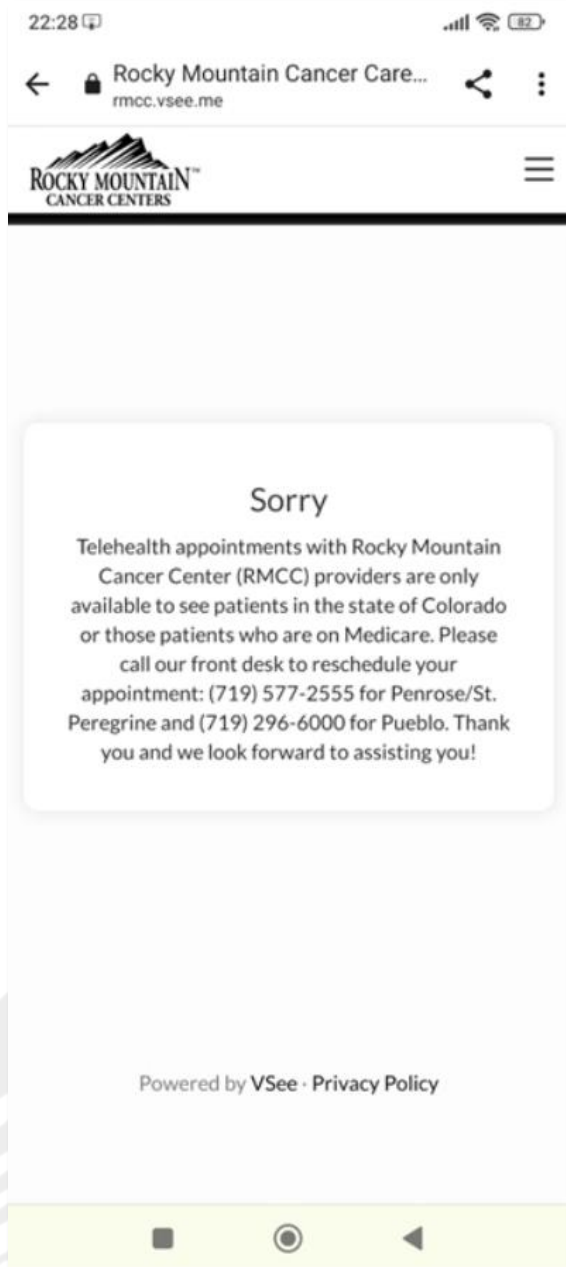
Dr. Sara Miller
Visit Type:
Video
Dial-in:
+1.650.758.0255 (PIN 377715)

Getting ready for your visit?
[Test your device here](#)

You will see a message that states:

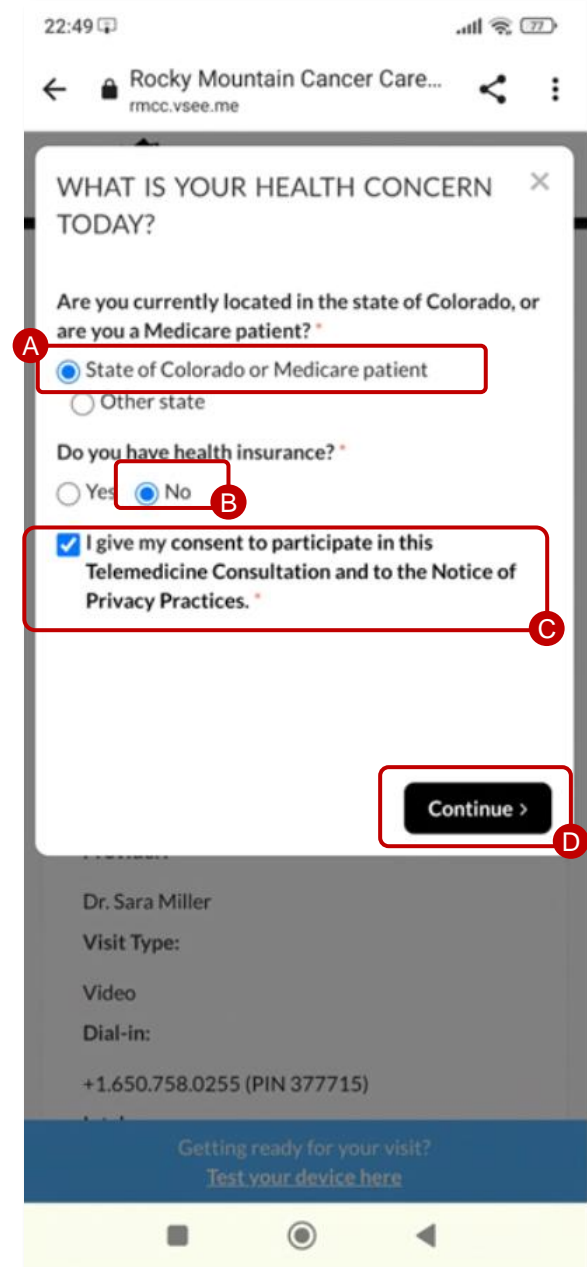
Telehealth appointments with Rocky Mountain Cancer Center (RMCC) providers are only available to see patients in the state of Colorado or those patients who are on Medicare. Please call our front desk to reschedule your appointment:

Dial (719)-577-2555 for Penrose/St. Peregrine and (719)- 296-6000 for Pueblo.



Scenario 2:

- A** If you are currently located in Colorado state, select the **State of Colorado or Medicare patient**.
- B** You will be asked if you have health insurance, if you don't then select **No**.
- C** Click on the **checkbox** to give consent to the Telemedicine Consultation.
- D** Click on **Continue**.



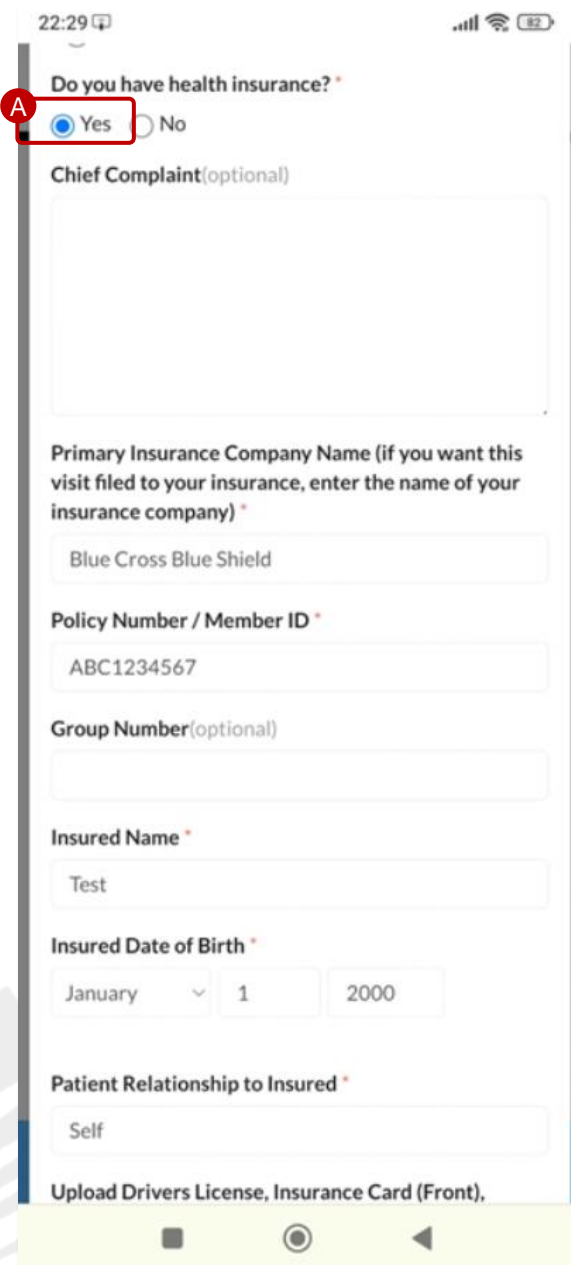
Scenario 3:

- A** If you have health insurance, select **Yes**.

Additional fields will appear for the Insurance details.

Required fields are:

- Primary Insurance Company Name
- Policy Number / Member ID
- Insured Name
- Insured Date of Birth
- Patient Relationship to Insured



22:29

Do you have health insurance? *

☒ Yes ☐ No

Chief Complaint(optional)

Primary Insurance Company Name (if you want this visit filed to your insurance, enter the name of your insurance company) *

Blue Cross Blue Shield

Policy Number / Member ID *

ABC1234567

Group Number(optional)

Insured Name *

Test

Insured Date of Birth *

January 1 2000

Patient Relationship to Insured *

Self

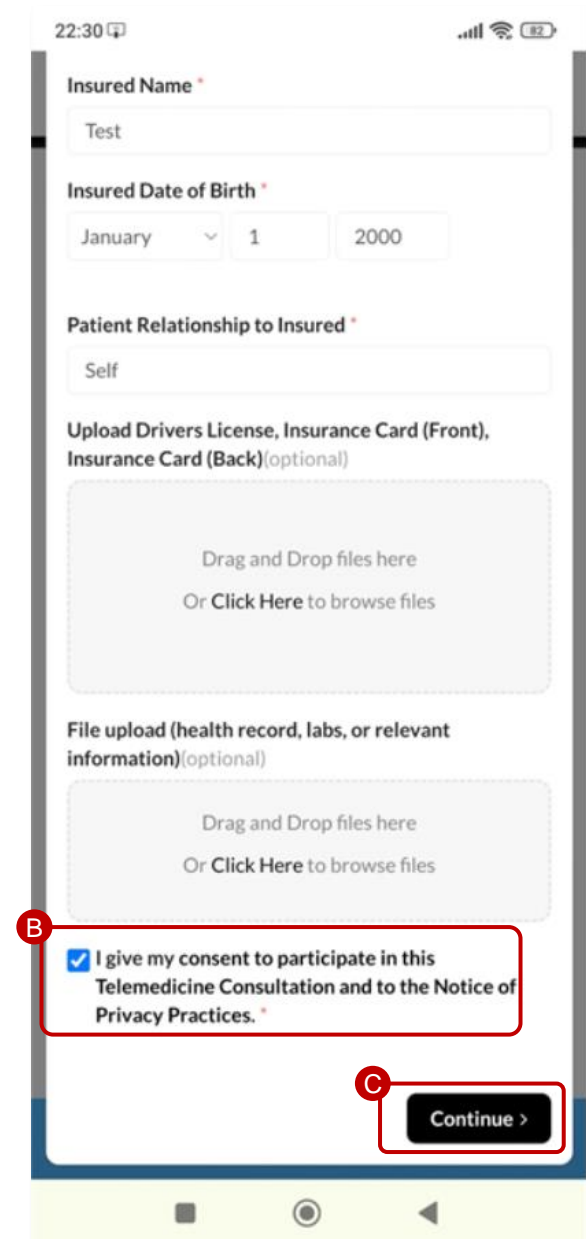
Upload Drivers License, Insurance Card (Front),

Optional fields are:

- Chief Complaint
- Group Number
- Uploading of Drivers License or Insurance Card
- File upload

- B** Click on the **checkbox** to give consent to the Telemedicine Consultation.

- C** Click on **Continue**.



22:30

Insured Name *

Test

Insured Date of Birth *

January 1 2000

Patient Relationship to Insured *

Self

Upload Drivers License, Insurance Card (Front), Insurance Card (Back)(optional)

Drag and Drop files here

Or Click Here to browse files

File upload (health record, labs, or relevant information)(optional)

Drag and Drop files here

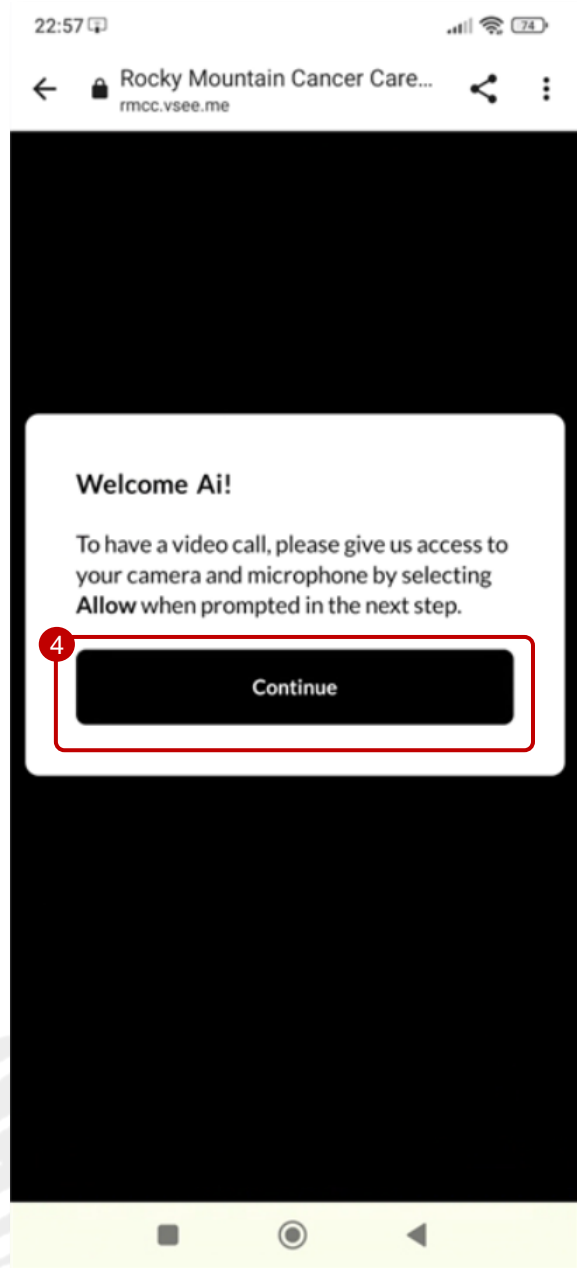
Or Click Here to browse files

☒ I give my consent to participate in this Telemedicine Consultation and to the Notice of Privacy Practices. *

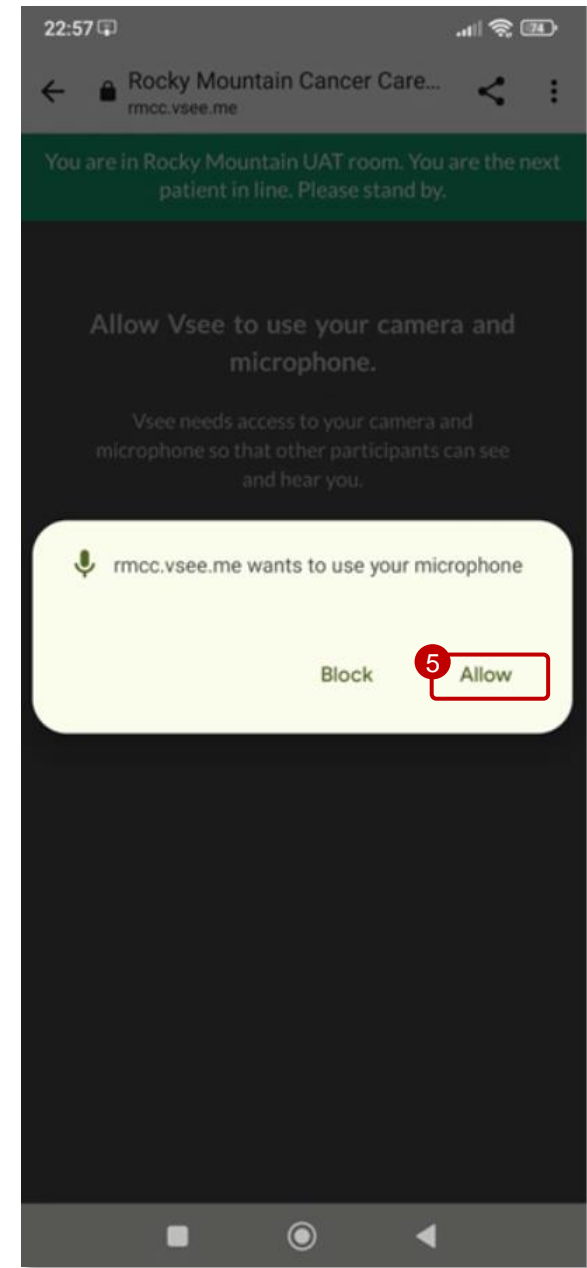
Continue >

You will see a pop-up notification informing you that to have a video call, you need to give access to your camera and microphone.

4 Click on **Continue**.

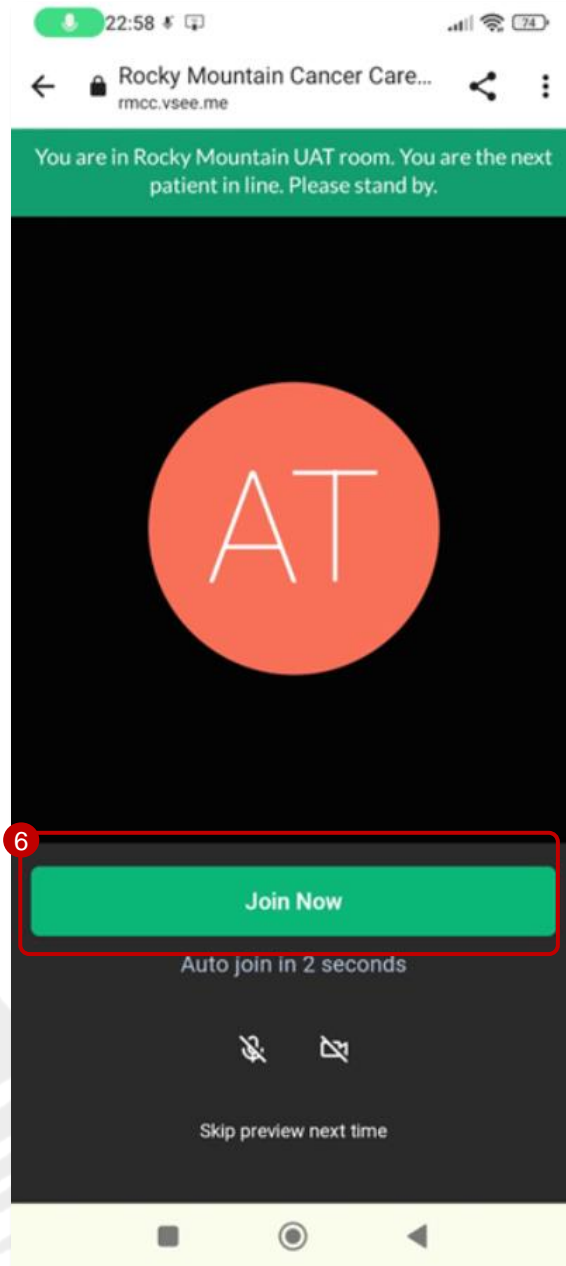


5 Click on **Allow** for both microphone and camera.



You are now entering the Clinic's waiting room.

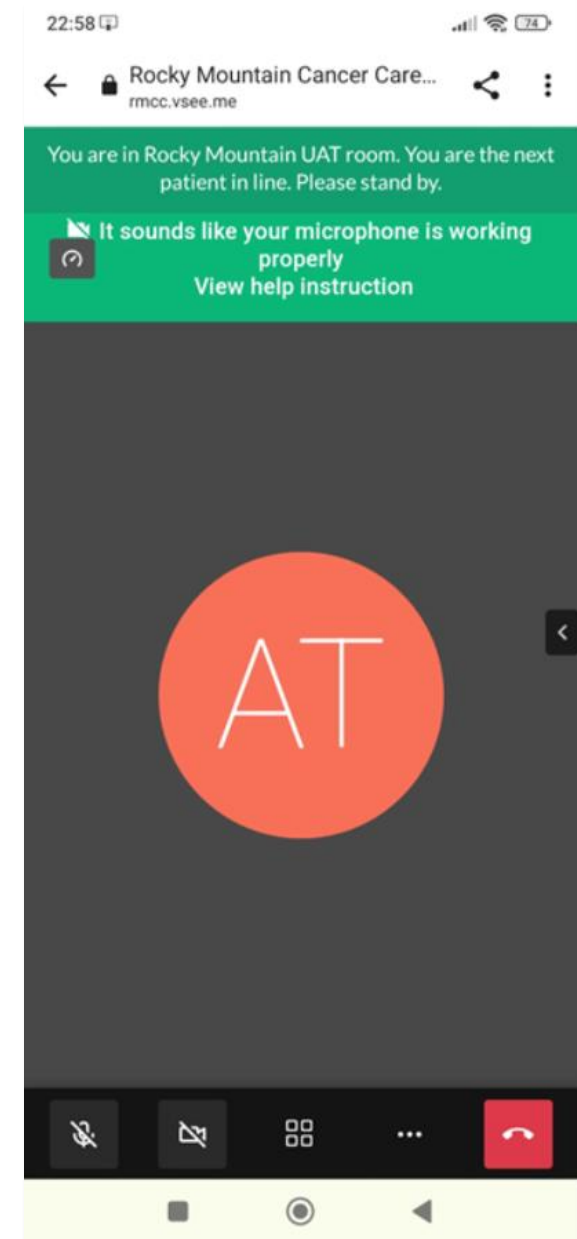
- 6 Click on **Join Now** or wait for 5 seconds to auto-connect.



You are in the Clinic's waiting room.

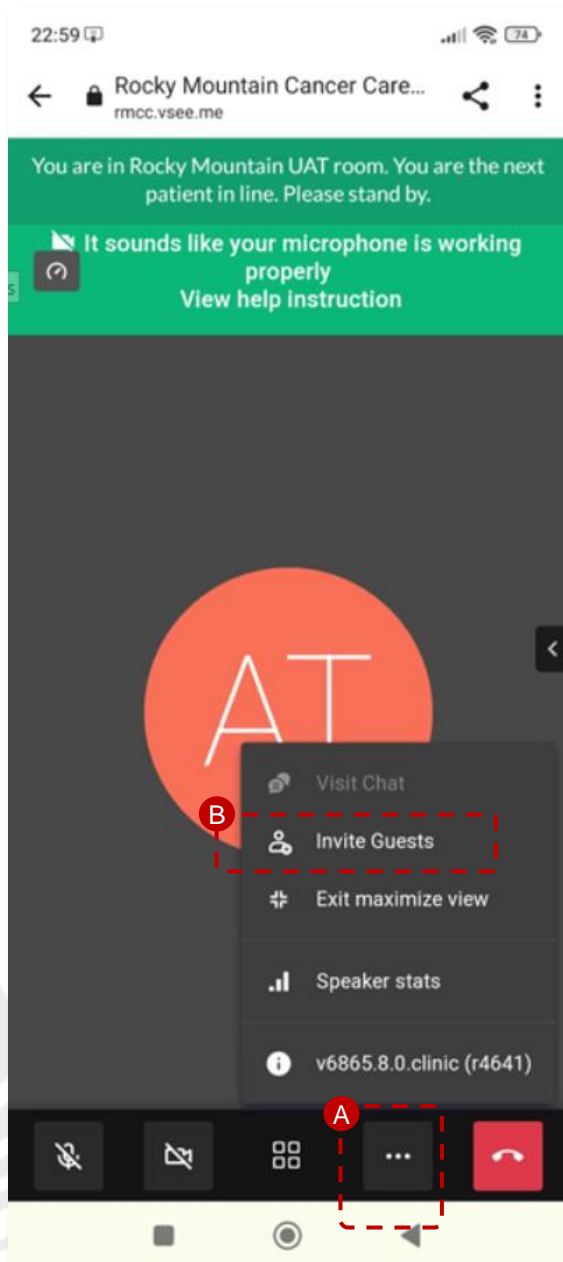
A Medical Assistant (MA) will be with you soon.

Please stand by and do not end the call.



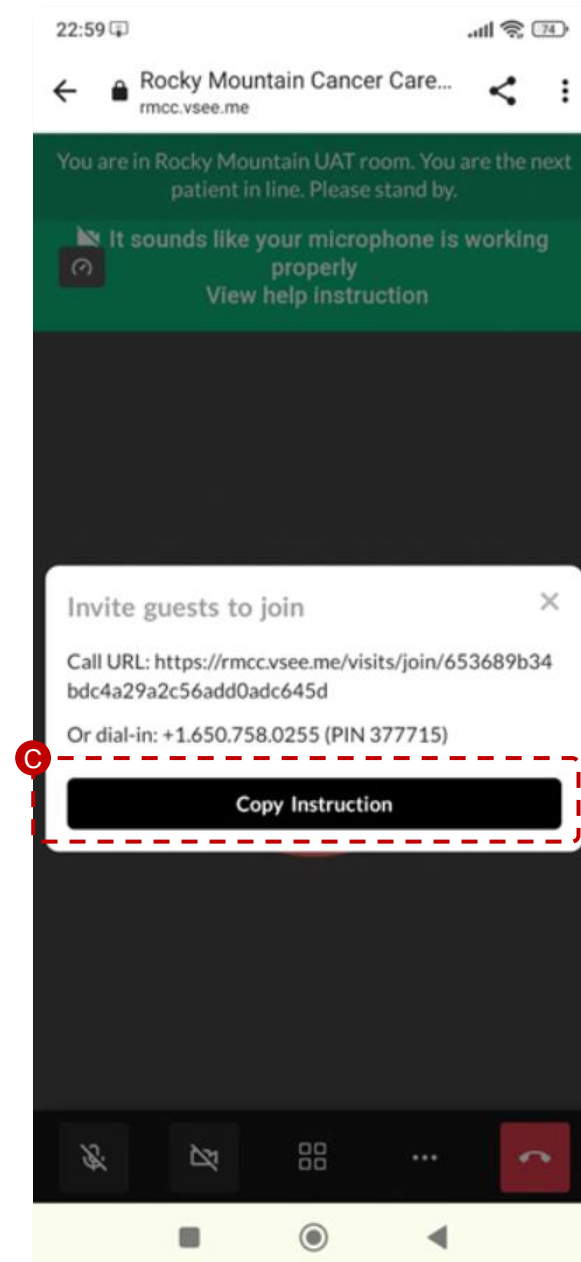
While waiting, you can invite guests (e.g. family members) into the call, if you did not do this before the intake process.

- A Click on the **3 dots** or **ellipsis** for more actions.
- B Select **Invite Guests**.

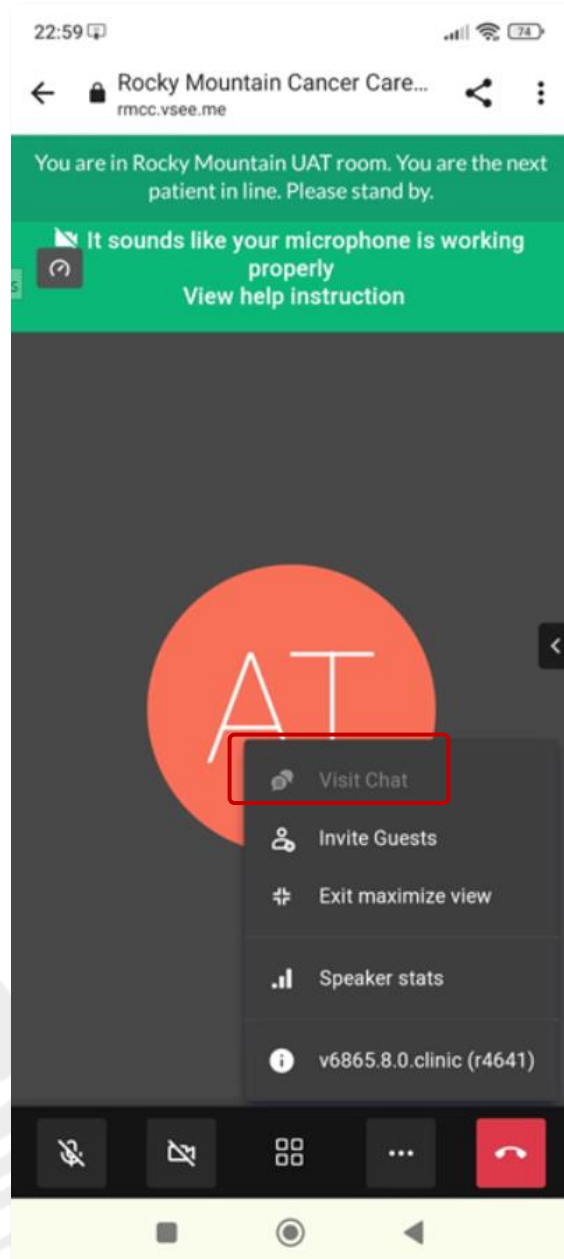


You will see a pop-up notification.

- C Click on **Copy Instruction**.

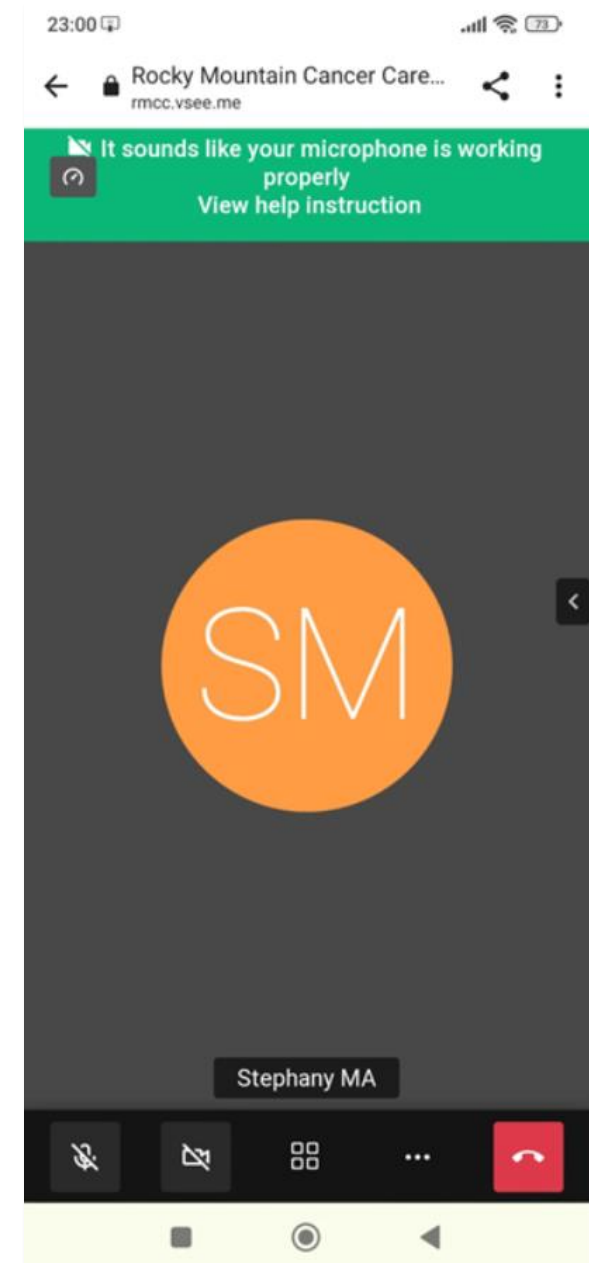


*Note: The **Visit Chat** option is currently greyed out. You can use this chat feature once the Medical Assistant (MA) or Provider is in the call or if they initiated the chat with you.*



You are now in the call with the Medical Assistant (MA).

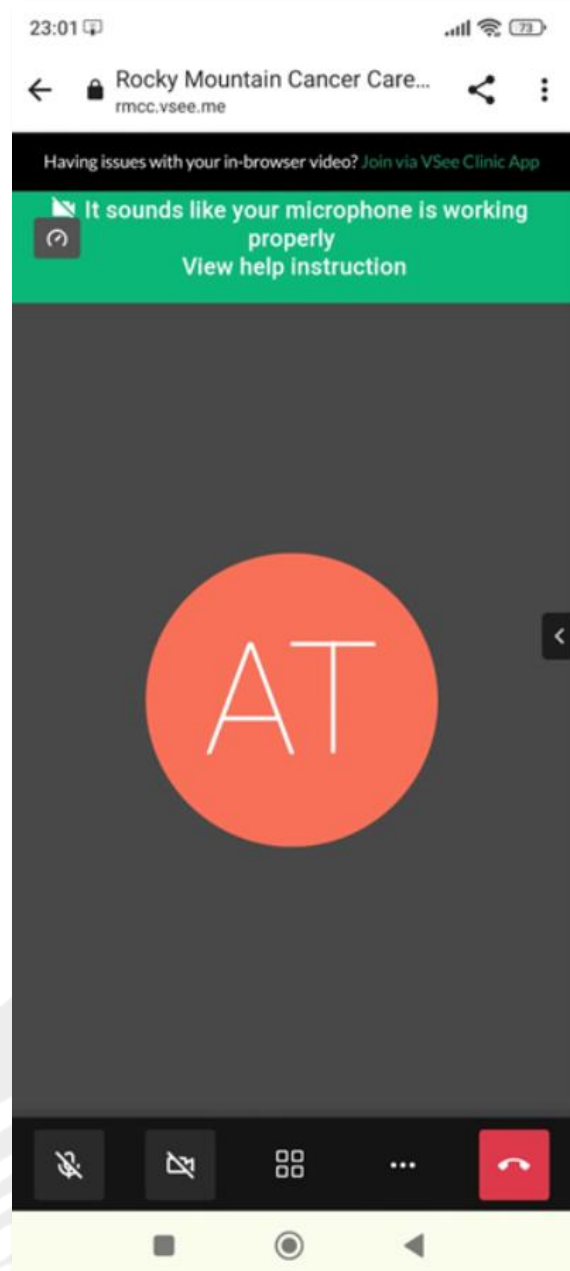
The MA will perform the rooming tasks and prepare you for the next part of the visit.



The MA will inform you to stay in the call.

Once the MA leaves the call, you are still in the Clinic's waiting room.

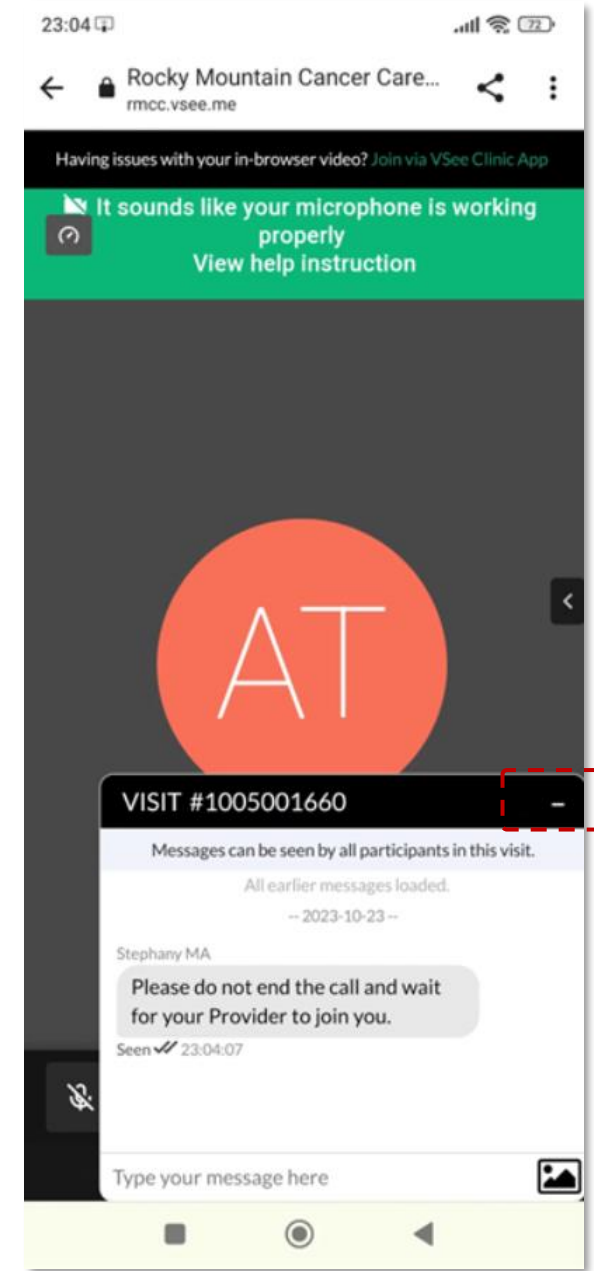
Note: Do not end the call.



The MA will chat with you to keep you updated on the Provider's current status and to remind you to stay in the call.

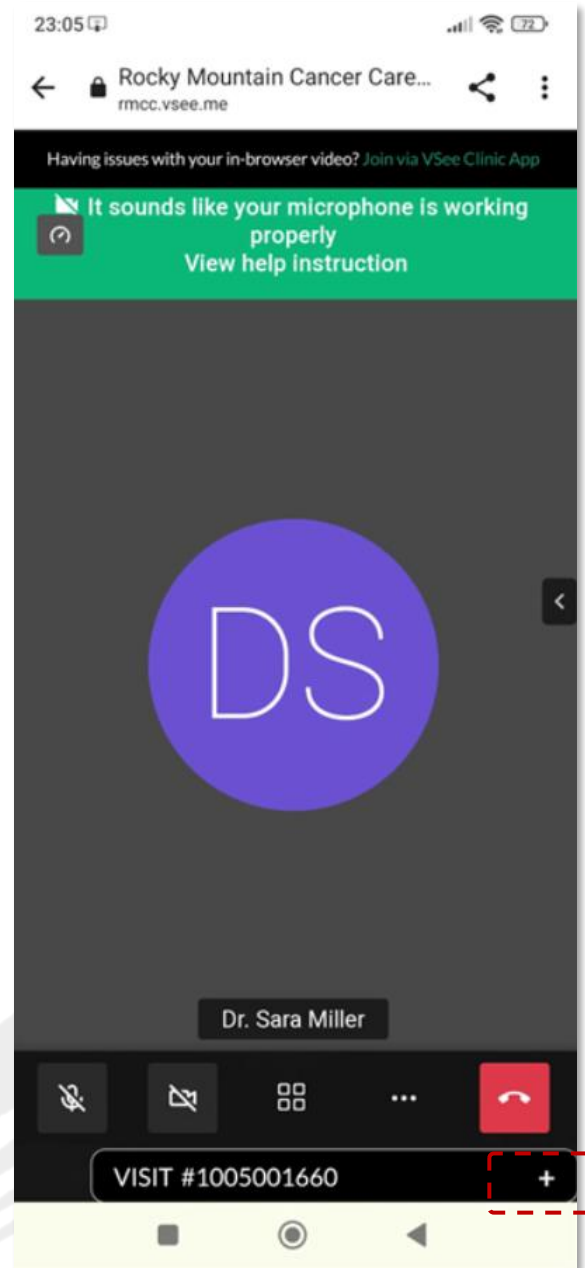
You will see it through a chat window which will appear on the bottom right of your screen.

Note: Click on the minimize icon to minimize the chat window.



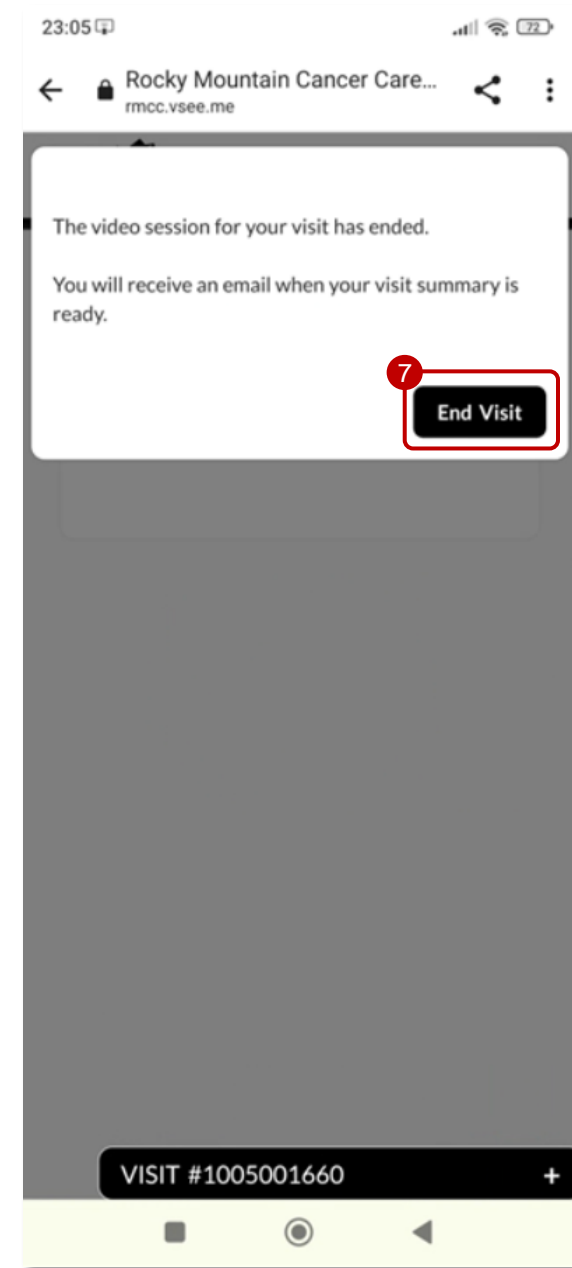
You are now in the call with the Provider.

Note: You can use the same Visit chat to chat with your Provider. Click on the maximize icon to resume using the chat feature.



Your Provider will end the call to complete the visit.

- 7 Click on **End Visit**.



System Requirements

Devices & Connectivity

- High-speed Internet access (minimum bandwidth of 500 kbps for 1-1 video calls).
- A computer (Windows PC / Mac / Chromebook) with webcam, microphone, and speakers.
- An iPhone, iPad or Android phone (optional)

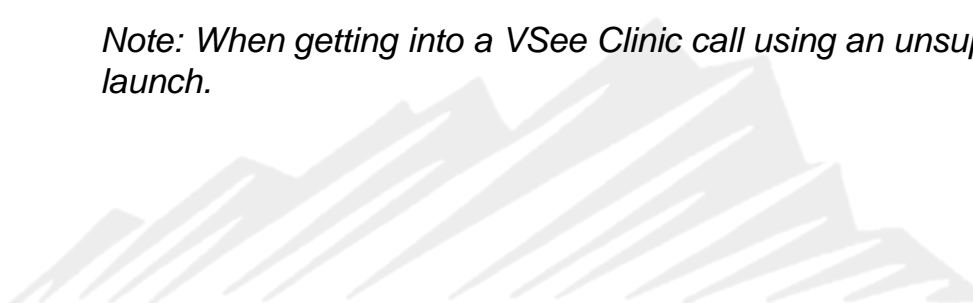
Operating System

- macOS 11.0 or later
- Windows 7 or later
- Android 7.0 or later
- Chrome OS 84 or later (Chromebook)
- iOS/iPadOS 13 or later

Browser

- Google Chrome: version 87 or later. We recommend Chrome on all devices except iOS/iPadOS.
- Microsoft Edge (latest version)
- Safari version 14 or later

Note: When getting into a VSee Clinic call using an unsupported browser, the VSee Messenger App will be prompted to launch.



Camera and Microphone Settings for Browsers

- **Make sure no other applications are using the camera or microphone at the same time. Restarting the browser or device might also help**
- **Make sure you are using the most recent version of the browser.**
- These settings and troubleshooting will work given that the microphone and camera are working properly.
- When you enter the Clinic's waiting room for the first time, you will be asked to give permission to access your camera & microphone for use during the call. This step is mandatory for most browser applications to protect your privacy. Please be sure to select **Allow** when prompted.
- We highly recommend using Google Chrome for the best quality. (**Note:** For iPad or iPhone users, please use Safari, since calling via Chrome is not supported).



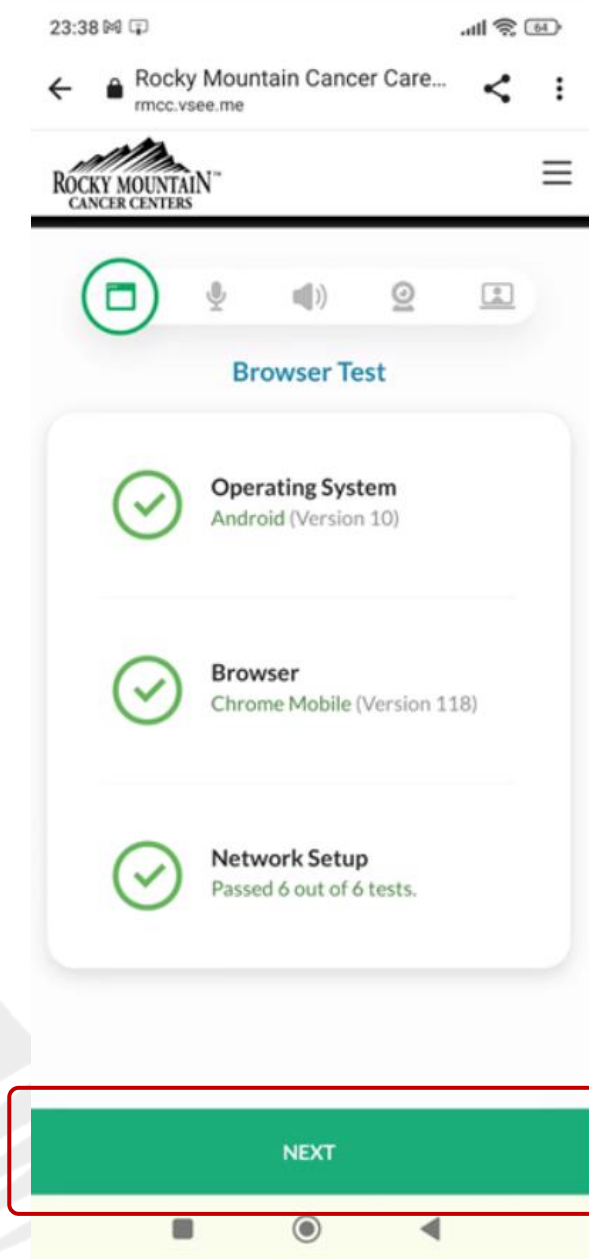
Test Device – Browser Test

A new tab will open and will automatically test the Operating System, Browser, and Network Setup. Once passed, click the **Next** button to proceed.

Supported Browsers

JavaScript must be enabled, and cookies must be allowed.

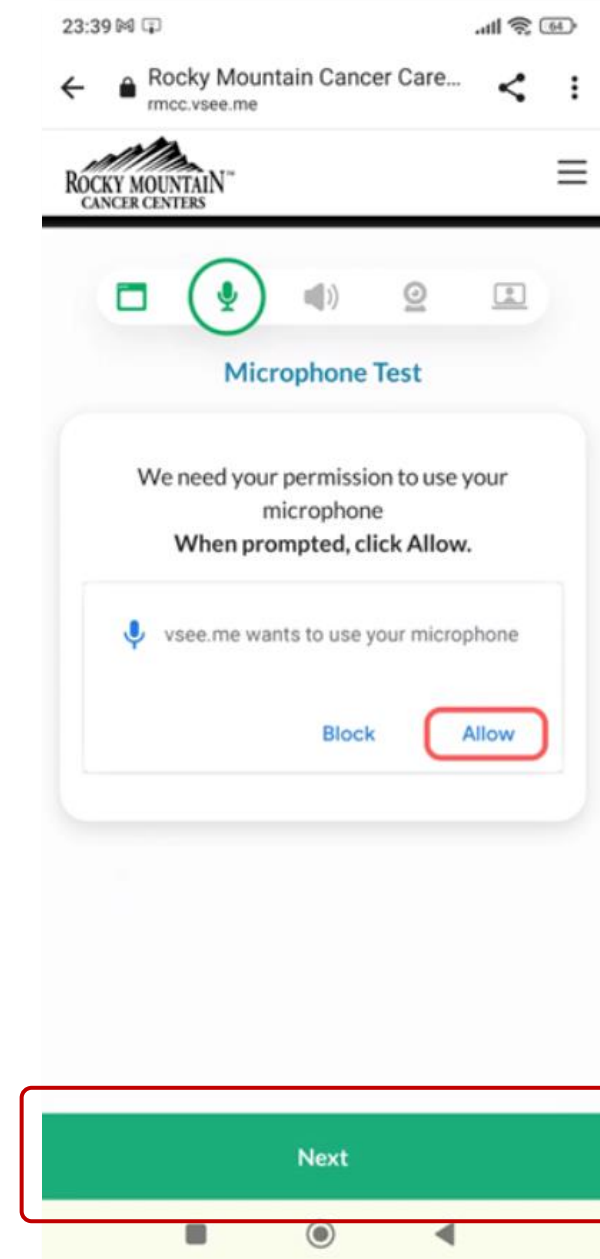
- Chrome (latest version)
- highly recommended for Windows users. VSee Clinic works best on Chrome.
- Android - "Desktop site" option must be turned off under the Chrome menu.
- Safari (latest version)
iOS: "Request Desktop Website" must be turned off under iOS Settings -> Safari
- Microsoft Edge (latest version)



Test Device – Microphone Test

- Allows you to test your microphone.
- Required to access your microphone.

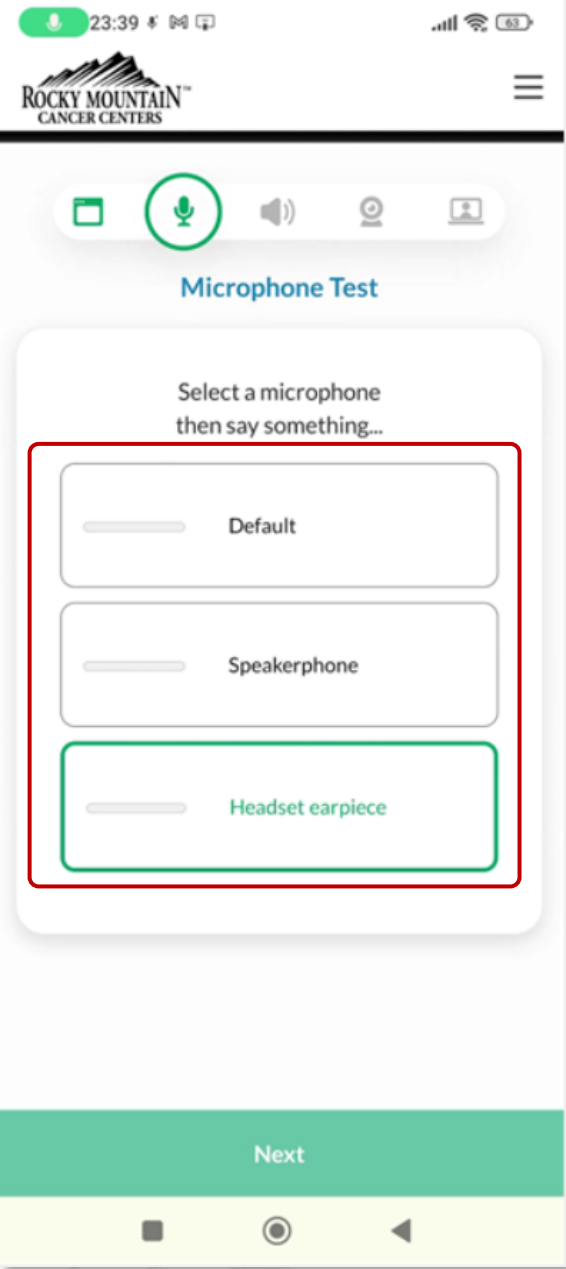
Click **Allow** if a pop-up tells you that rmcc.vsee.me wants to use your microphone.



Test Device – Microphone Test

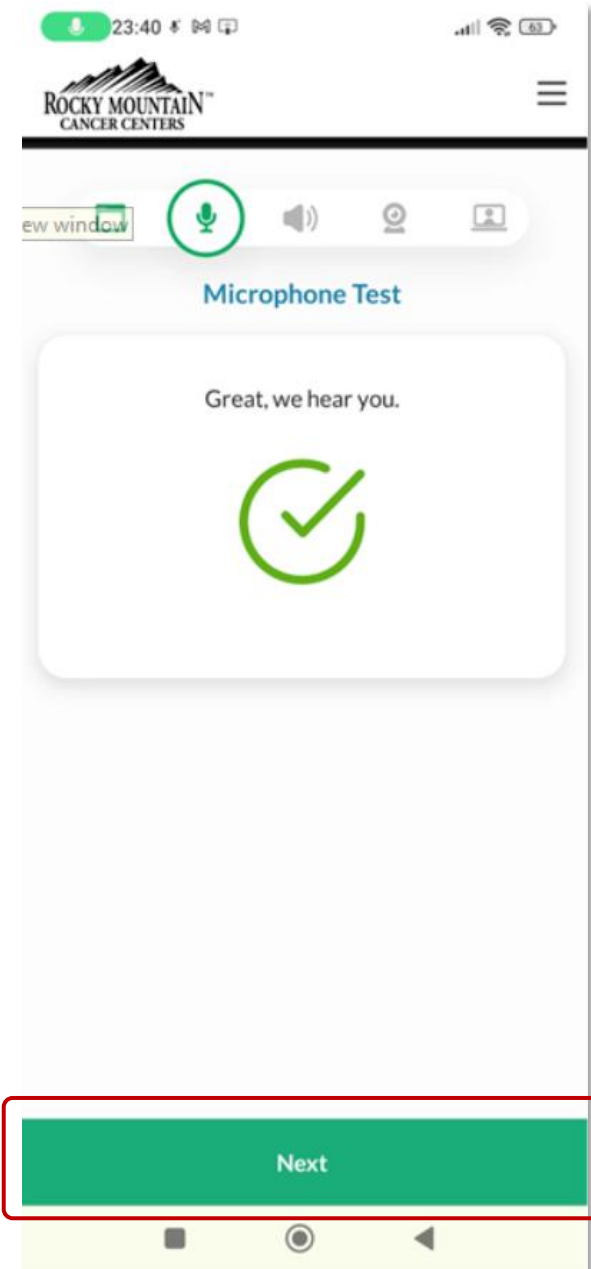
If your device has multiple connected audio input devices (built-in microphone, headsets, or external microphones), select the one you wish to use for the test.

Say something to the microphone.



Click **Next** to proceed

Note: If the mic audio is not detected, please make sure that the selected mic is active/turned on and is not muted.



Test Device – Speaker Test

This would allow you to use your speaker.

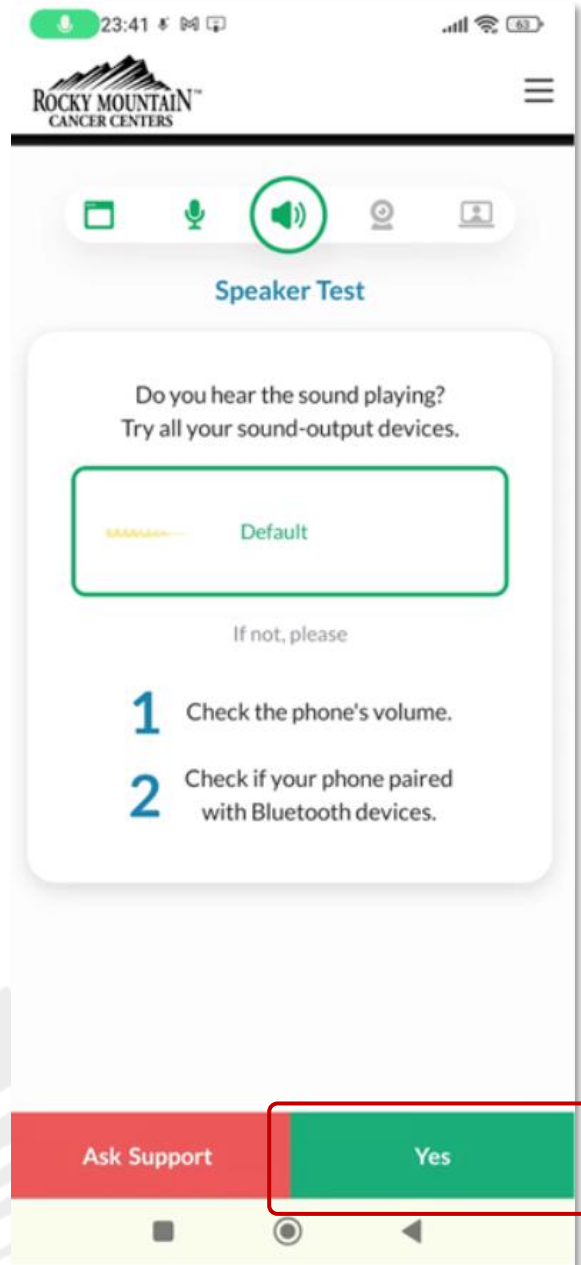
To test your speaker, listen to the sound being played. If your device has multiple connected audio outputs (Bluetooth speakers, headsets, other connected speakers), select the one you wish to use for the test. Please make sure that the selected speaker is active and not muted.

If you hear the sound, click the **Yes** button.

If the speaker is part of an integrated speaker/mic system, the test will automatically select the corresponding speaker to the mic you initially selected during the mic test.

If you cannot hear the sound playing, please:

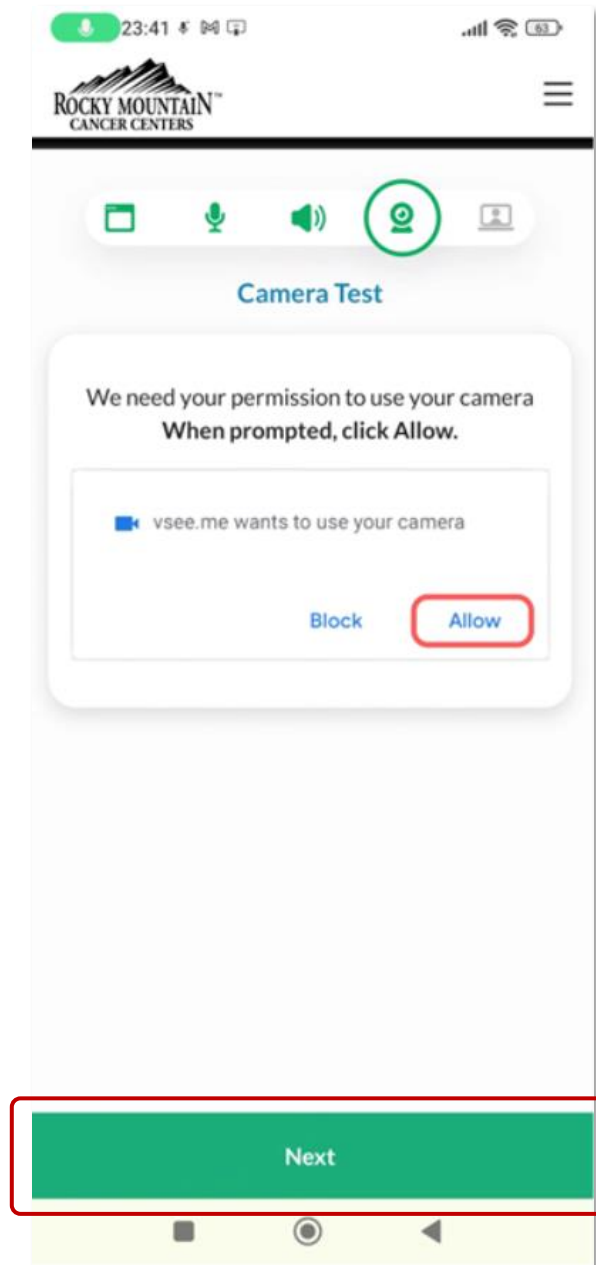
- Check your volume
- Try using headphones
- Change your audio device



Test Device – Camera Test

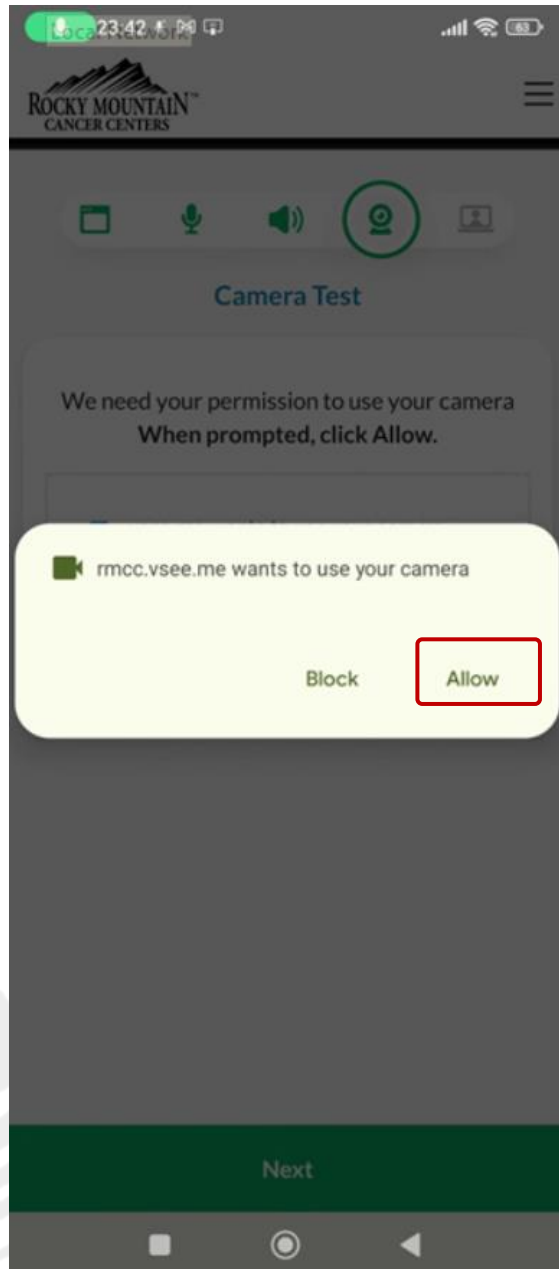
This would allow you to use your camera.

Click on **Next**.



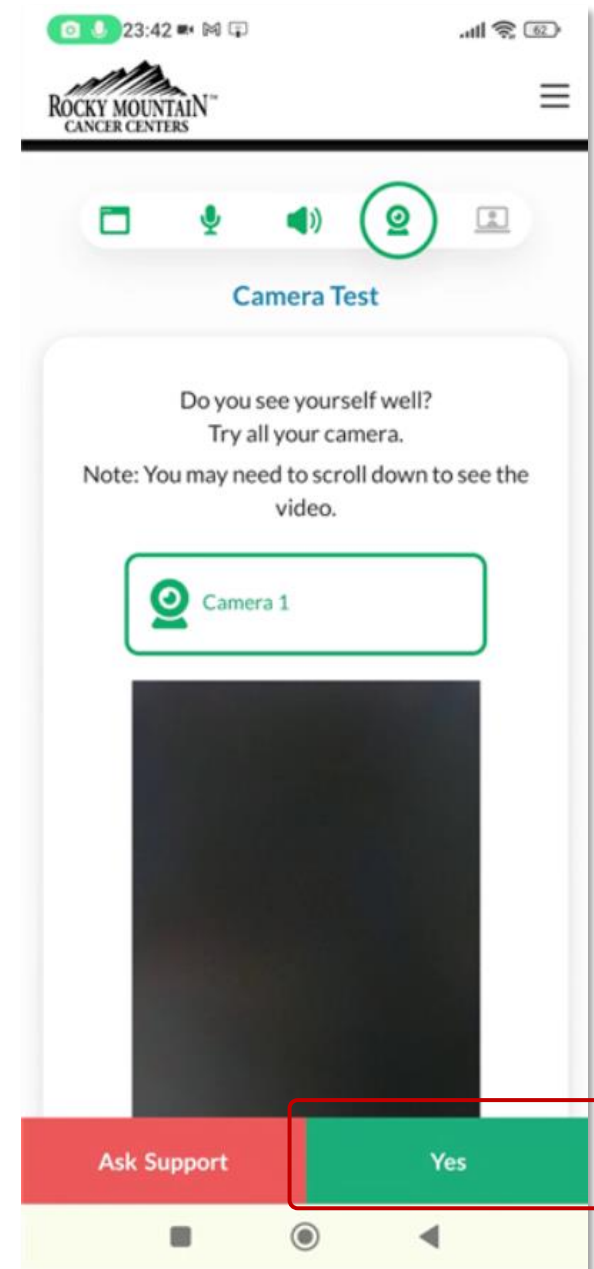
Test Device – Camera Test

In order for the browser to access your camera, you must click on the **Allow** button when prompted from the pop.



Click **Yes** if you see yourself.

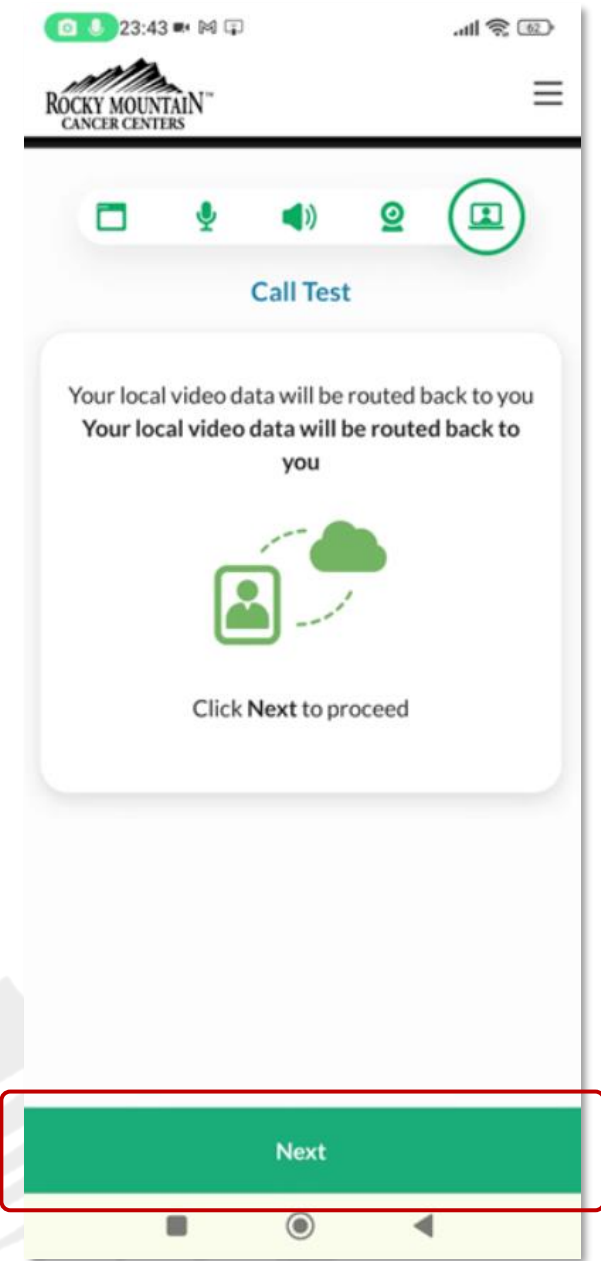
Note: If your device has multiple cameras (wide-angle, rear-view, external cameras, etc.), select the one you wish to use for the test. Please make sure that the selected camera is enabled and if present, camera shutters/ privacy sliders/covers are open.



Test Device – Call Test

This would allow you to test your internet connection.

Click **Next** to proceed.



Click on **Finish** once done with the test.

