

Connecting with your Doctor using VSee Clinic – PC or Laptop



Do you have a video visit scheduled with your doctor? Connecting with the DCHD website, “VSee”, is easy! Complete the following 2 steps

1) Visit dupagehealth.vsee.me/u/telepsych 10 minutes before your appointment



- Follow the instructions on the screen
- Be sure to enter your name! The information is needed to connect you to your doctor but will be kept private.
- Accept the telemedicine consent checkbox and enter the waiting room



2) Answer the call from your doctor

- Your doctor may not be ready when you enter the room
- When your doctor is ready, you will receive a notice they are calling you
- Select the “green phone” when notified, and you’ll be connected!



Tips and Troubleshooting

Common issues:

1. Receive an error message about connecting: make sure you have an active internet connection either through Wi-Fi or cellular data
2. Not being called from doctor: make sure you have the correct time for your scheduled appointment
3. Poor video or sound quality: make sure you have a reliable internet connection. If the issue disrupts your appointment, your doctor or another staff will follow-up with you about rescheduling an alternative

Tips:

1. Test entering the waiting room before your scheduled appointment! Don’t wait until the last minute to make sure everything works correctly.
2. Make sure your sound and microphone are enabled
3. Find a private place for your appointment