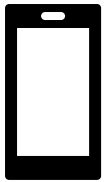


Connecting with your Doctor using VSee Clinic – Phone or Tablet



Do you have a video visit scheduled with your doctor? Connecting with the DCHD app, “VSee”, is easy!
Complete the following 3 steps

1) Download the app to your smartphone or tablet



- Using your Android or iPhone, visit the app store and download “VSee Clinic”
- Be sure to get “VSee Clinic” and not “VSee Messenger”!
- Scan the QR code for a link to the correct app



2) Log into the waiting room 10 minutes before your appointment



- When prompted, enter the room code: dpchd-tp
- Be sure to enter your name! The information is needed to connect you to your doctor but will be kept private.

3) Answer the call from your doctor



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

VSee Clinic 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. Receive an error message about room code: be sure to use the correct room code – dpchd-tp
3. Not being called from doctor: make sure you have the correct time for your scheduled appointment.
4. 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. Download and 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 volume is turned up
3. Use a private room for the meeting