

Video Visits



**THE QUEEN'S
HEALTH SYSTEM**

Receive Care Virtually with a Video Visit

A Video Visit with your Queen's provider can serve as an alternative to an in-person visit, saving you time traveling to a clinic or hospital. With a simple click of a text or email link, you can have a telehealth visit with your provider from home, work or on the go.

Joining a Video Visit on a Mobile Device

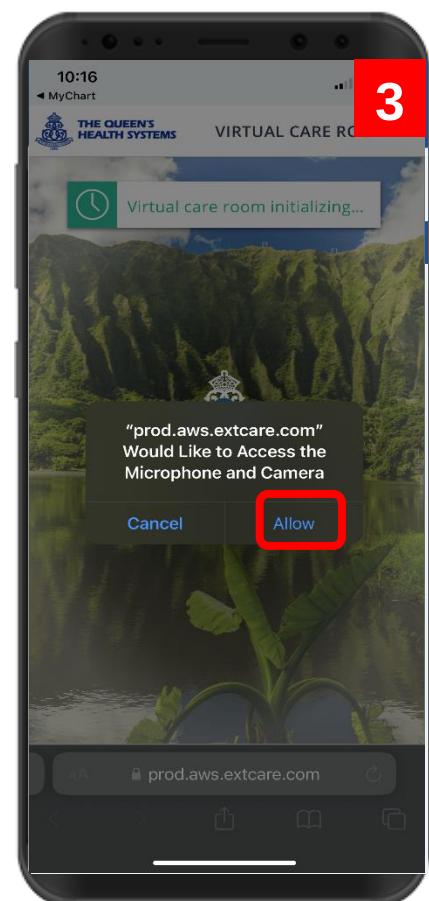
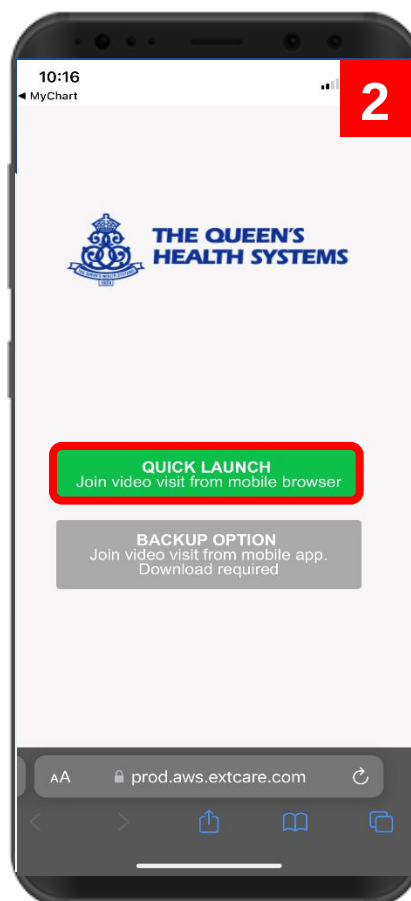
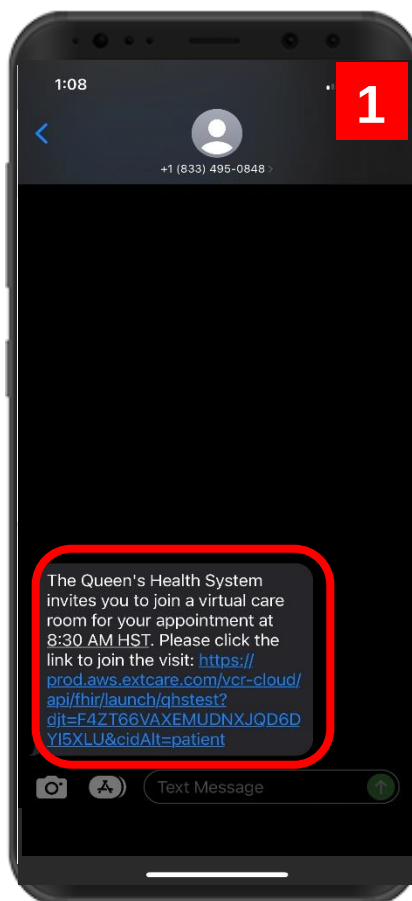
Step 1: When your Queen's Care Team is ready to see you, they'll send you a text invite link to join the video visit.

Step 2: Select **Quick Launch** to join the video visit from your phone's mobile browser
(Safari for iPhones and Chrome for Android devices)

Step 3: Next select **Allow** to grant access to your phone's microphone and camera

Connecting to a Video Visit is easy if you:

- ✓ Have access to a strong and secure Internet or Wi-Fi connection
- ✓ Have a computer or mobile device with a camera, speaker and microphone
- ✓ Are in a well-lit area without background noise or distractions
- ✓ Have let your care team know if you need a language translator/interpreter



You'll then be connected with your Queen's Care Team in the video visit Virtual Care Room.

If your provider has not yet joined into the Virtual Care Room, please wait for them to join you

When you do connect with your provider, you can **rotate your screen horizontally** so that they can see you clearly!



Joining a Video Visit on a Laptop or Computer

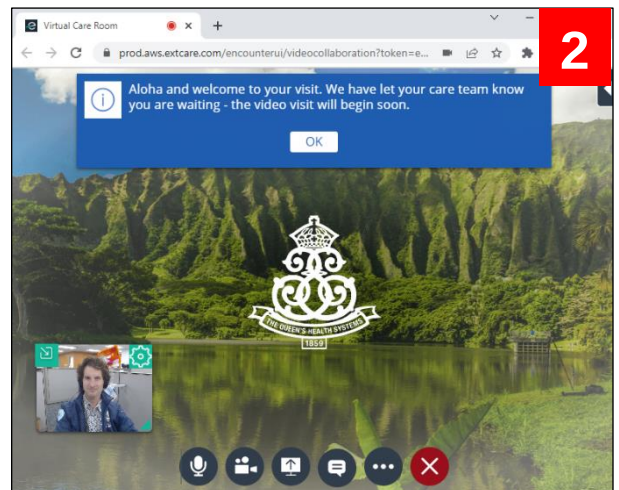
Step 1: When your Queen's Care Team is ready to see you, they'll send you an email invite link to join the video visit. Go ahead and click the link.

Step 2: The Video Visit Virtual Care Room will open up in a tab in your web browser. If your provider is not yet in the Virtual Care Room, please wait for them to join.

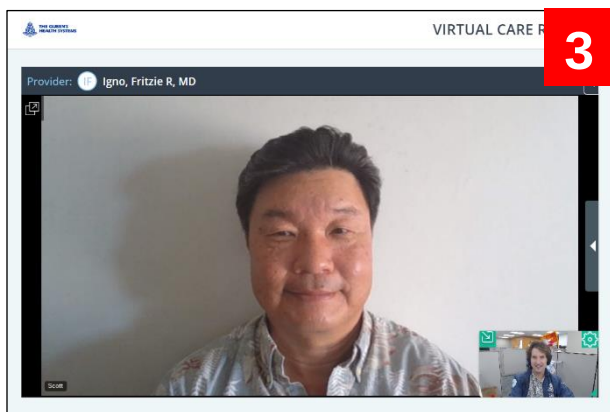
Step 3: Your provider will then join into the Video Visit Virtual Care Room with you.

Hello, The Queen's Health System is inviting you to a virtual care room for your appointment at 8:30 AM HST . Please click the link to join: [here](#)

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Difficulties joining the video visit? Call **IRON BOW** at **1-800-368-8902**