

Patient Guide for Desktop/Laptop Users v10.2.0



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Express Care® Online Overview

- Your provider has offered an online visit with you using Cleveland Clinic Express Care® Online.
- You will receive an email, at the email account you provided us during your last visit at the Cleveland Clinic, with information you need to get prepared in advance. This email contains:
 - a link to test your computer's capability to do an online visit
 - a link to start your Express Care Online visit
- This Guide provides instructions for desktop or laptop computers using Express Care Online.
- If you are able to use a mobile device instead, you will find the process of an online visit easier. There is a separate Guide for Mobile Users with visuals for what to expect when using a mobile device.
- Pre-Visit process: Please call **866.569.7530** (8a-5p Eastern) to finalize setup and have the opportunity to do a test visit well in advance of your Express Care® Online Visit. If at any time you need additional technical support, please use **855.786.3899** for all other technical support questions.

Before Your Visit

The screenshot shows a web page titled "Your Upcoming Virtual Visit Appointment" from Cleveland Clinic Express Care Online. It displays patient information: "NEW ZZZ TEST" and the appointment date and time: "Friday, December 8, 2017 at 10:11 AM EST". Below this, there is a section for uploading radiology scans (X-rays, CT or MRI) with a link to <https://transfer.ccf.org/ExpressCareOnline>. The main section, titled "Your upcoming appointment", provides instructions on how to finalize setup, including calling technical services at 216-442-8333 or 855-766-3899. It also mentions that Express Care Online visits work best on a mobile smart phone or tablet device and provides links for "Mobile Patient Guide" and "Desktop Patient Guide". A "Get Started" button is located at the bottom of the page.

Cleveland Clinic | Express Care® Online

Your Upcoming Virtual Visit Appointment

Patient: NEW ZZZ TEST
When: Friday, December 8, 2017 at 10:11 AM EST

If you have radiology scans (X-rays, CT or MRI) on a disc, please upload them two days before your appointment from here: <https://transfer.ccf.org/ExpressCareOnline>. This requires a computer with DVD player to upload.

Your upcoming appointment

Call Cleveland Clinic's Technical Services number at 216-442-8333 (8am to 5pm EST, Mon-Fri) to finalize setup of your video device. If you will be using your smartphone for your Online Visit, please call from another phone so your smartphone can be set up. For all other technical support questions 24x7, please call 855-766-3899.

Express Care Online visits work best on a mobile smart phone or tablet device. Review these user guides beforehand to prevent problems during your visit.

Recommended (best experience): use a mobile / tablet device: [Mobile Patient Guide](#)

To use a desktop / laptop instead: [Desktop Patient Guide](#) (call 216-442-8333 or 855-766-3899 to finalize setup). It is vital that you run the 'Test My Computer' process prior to your appointment, to make sure all your devices are working properly.

If you are unable to get your video device ready for the visit, please call 24hrs ahead so we can help you receive additional assistance or reschedule the appointment. You may receive a phone call directly from the Cleveland Clinic offering support to get set up for your visit.

Get Started

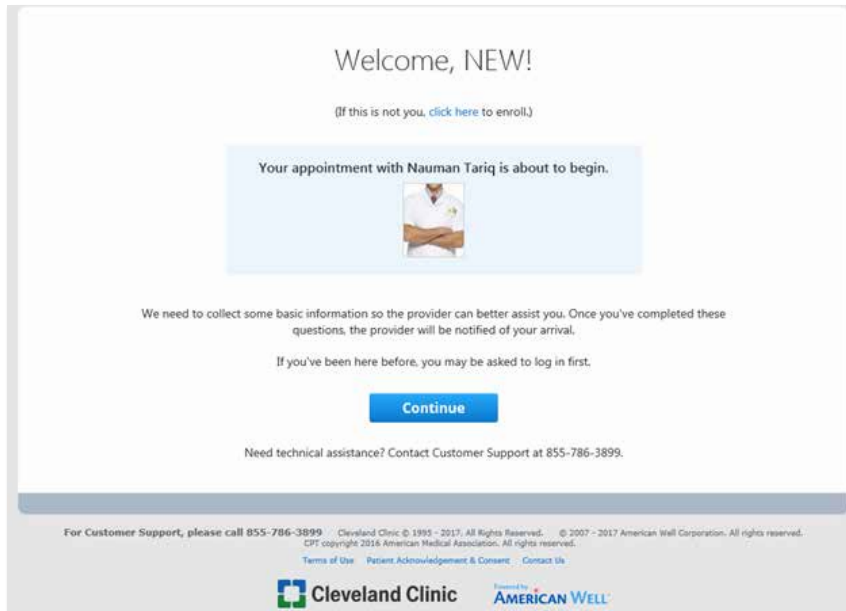
Receiving Your Invitation

- You should receive an email invitation from Cleveland Clinic Express Care Online (make sure to check your junk/spam folder if you do not see the email).
- At the bottom of the e-mail, please click on the 'Get Started' button to begin the setup process for your virtual visit.

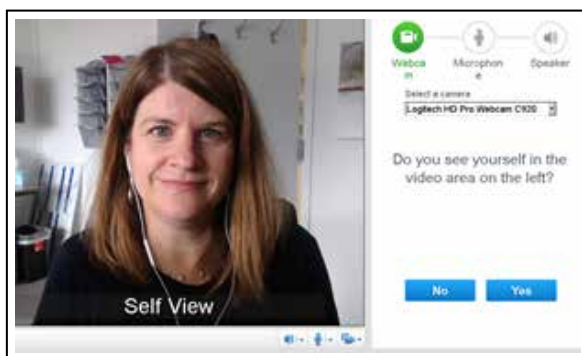
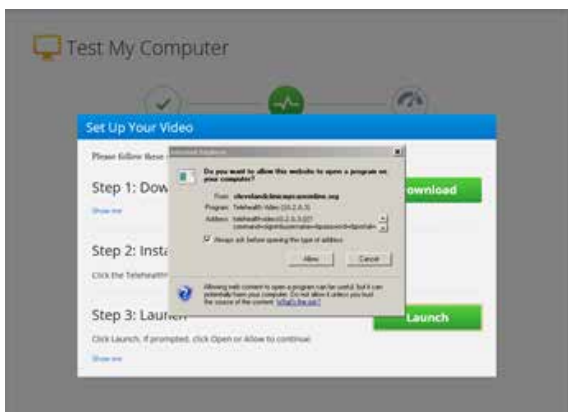
New Users:

- For New Users, the 'Get Started' button will be replaced with a 'Get Ready' button.
- You will be prompted to create a password before your visit. **SAVE THIS PASSWORD**, you will need it for your online visit.

Welcome



- After clicking on 'Get Started' you are brought to a screen that provides information about your upcoming appointment.



Test My Computer

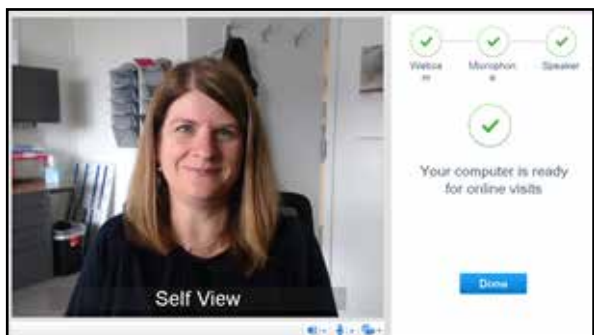
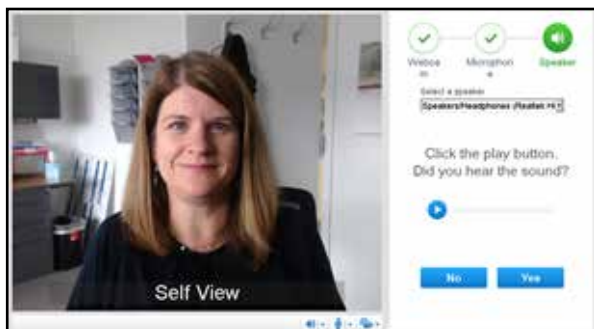
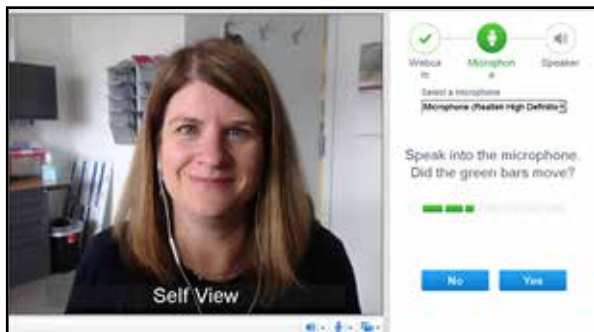
- You are initially brought to the 'Test My Computer' video plug-in page. The page will indicate if you need to update your software, or if it is up-to-date. Click on 'Next' to proceed to the installation page.

Device Check

- 'You are now on the Device Check page. Click on the 'Get Started' button to start the Device Check process.
- First, Download the file and then 'Run' the file to install the video software on to your computer. Once the installation bar completes, you can click on the 'Launch' button in Step 3. The Device Check window will now open.

Test Webcam

- Select your webcam from the list displayed in the middle of the screen
- If you do not see your webcam in the list, make sure it is plugged in
- If you see yourself on the screen, your webcam is working. Click "yes".



Test Microphone

- Select your microphone from the list displayed in the middle of the screen.
- If you do not see your microphone on the list, make sure it is plugged in.
- Speak into the microphone. If even one green bar appears, your microphone is working.
- If you see no green bars, make sure your microphone is plugged in and turned on.

Test Speaker

- Click the “Play” triangle button in the middle of the screen
- You should hear a ringing sound playing out of your speakers or headphones.
- If you do not, make sure your speakers are plugged in and turned on and that your computer sound is not muted on your toolbar.



Test Internet

- Click the “begin Test” button to test whether your internet bandwidth is sufficient to support video.
- Click the “Next” button to continue.
- NOTE: If your connection does not pass the test, please consult your doctor’s office to arrange for an alternate method for your visit.

Log In

Forgot Username or Password

Log In

Don't have an account? [Sign Up](#)

Your Visit Is About to Begin

Starting Your Visit from the email invitation

- Up to 30 minutes prior to your scheduled visit time, click the “Start Visit” button in your email invitation. (you will receive a reminder email 24 hours prior to the start of your visit.)

For returning users:

- After clicking “Start Visit”, you will be prompted to log in with your email address and password.

For first time users:

- After you tap “Log In”, you will then be prompted to choose a new password. **SAVE THIS PASSWORD**, you will need it for future online visits.

During Your Visit

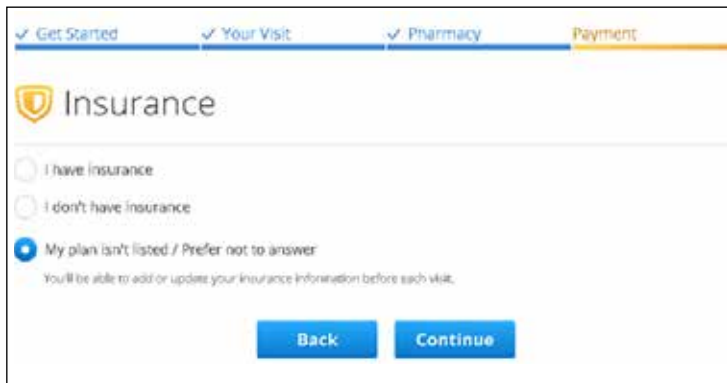
The 'Get Started' screen shows a progress bar at the top with four steps: 'Get Started' (active), 'Your Visit', 'Pharmacy', and 'Payment'. Below the progress bar, the title 'Get Started' is followed by a question: 'Who is this visit for?'. There are two radio button options: 'Myself' (selected) and 'My child'. Below this is another question: 'Where can this provider call you for follow-up, if needed?'. There are three input fields for the phone number: '858', '357', and '6117'. Below the phone number fields is a question: 'Would you like to invite someone to join your visit? (Optional)'. There is a link '+ Add a guest'. At the bottom are two buttons: 'Back' and 'Continue'.

The 'Your Visit' screen shows a progress bar at the top with four steps: 'Get Started', 'Your Visit' (active), 'Pharmacy', and 'Payment'. Below the progress bar, the title 'Your Visit' is followed by a question: 'What would you like to discuss today?'. There is a text input field. Below this is another question: 'Would you like to share a photo, lab result, or other information with your provider?'. There is a link '+ Attach a file'. Below the link are two checkboxes: 'Share my health summary and medication history' (checked) and 'I acknowledge receipt of this Notice of Privacy Practices' (unchecked). At the bottom are two buttons: 'Back' and 'Continue'.

The 'Pharmacy' screen shows a progress bar at the top with four steps: 'Get Started', 'Your Visit', 'Pharmacy' (active), and 'Payment'. Below the progress bar, the title 'Pharmacy' is followed by a question: 'Where would you like prescriptions sent?'. There are two radio button options: 'RITE AID-10090 CHESTER AVE' (selected) and 'Another Pharmacy'. Below the 'RITE AID-10090 CHESTER AVE' option is the address: 'RITE AID, 10090 CHESTER AVE, CLEVELAND, OH 44106, 216-721-2020'. At the bottom are two buttons: 'Back' and 'Continue'.

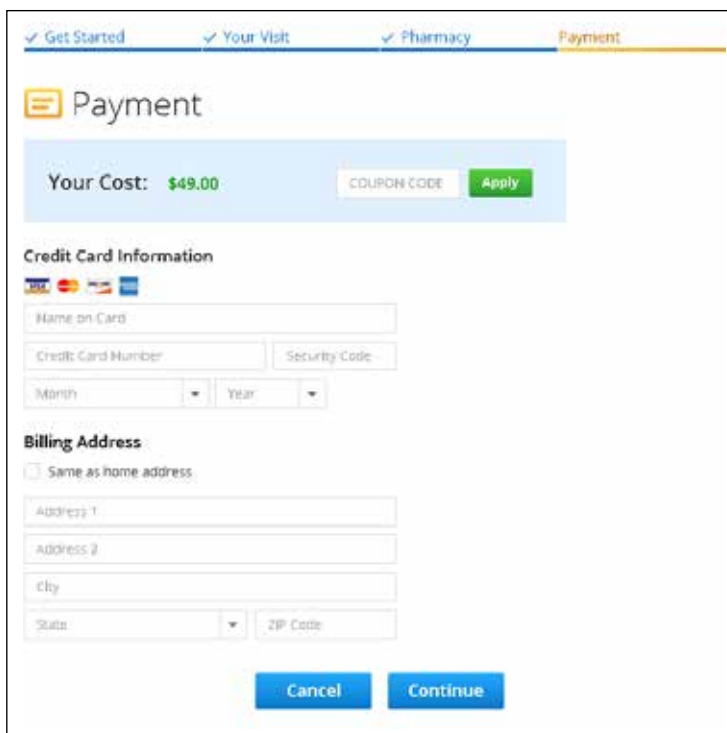
Identify the Patient

- If you have children associated with your account, select the patient who will be seen, and confirm the phone number in case you need to be reached by phone.
- Select “Continue”
- Next, you can type in what you would like to discuss during your visit with the provider.
- Click on the white box below to acknowledge the Notice of Privacy Practices.
- Select Continue
- On the Pharmacy screen, you can enter your preferred pharmacy location if needed.



The 'Insurance' screen shows a progress bar at the top with 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment'. The 'Insurance' section has three radio button options: 'I have insurance', 'I don't have insurance', and 'My plan isn't listed / Prefer not to answer'. The third option is selected. Below the options is a note: 'You'll be able to add or update your insurance information before each visit.' At the bottom are 'Back' and 'Continue' buttons.

- On the 'Insurance' screen, you can indicate your plan. Many insurance plans do not yet pay for virtual visits, so just click the "My plan isn't listed / Skip this step" link. You can click the "I have insurance" link and check to see if your insurance company is listed to cover virtual visits. Then click, "Continue".



The 'Payment' screen shows a progress bar at the top with 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment'. The 'Payment' section displays 'Your Cost: \$49.00' and a 'COUPON CODE' field with an 'Apply' button. Below this is the 'Credit Card Information' section with fields for 'Name on Card', 'Credit Card Number', 'Security Code', 'Month', and 'Year'. There are also icons for Visa, Mastercard, American Express, and Discover. The 'Billing Address' section has a checkbox for 'Same as home address' and fields for 'Address 1', 'Address 2', 'City', 'State', and 'ZIP Code'. At the bottom are 'Cancel' and 'Continue' buttons.

- If there is a cost to your visit, enter your payment information. and tap 'Continue.' You will not be charged until after the visit is complete. If there is no charge for your visit, you will not see this screen.



The waiting room screen displays a video of a female provider. Above the video, it says 'You are the next patient to see Peter Rasmussen MD, Neurosurgeon'. Below the video is a checkbox labeled 'Text me when the provider is ready to see me'. At the top right, there is a 'Cancel Request' link.

- Then, you will be placed in the "online waiting room". While the waiting room video is playing, the provider is being notified and reviewing your chart, so please be patient as this may take several minutes.

Enhanced Video Controls

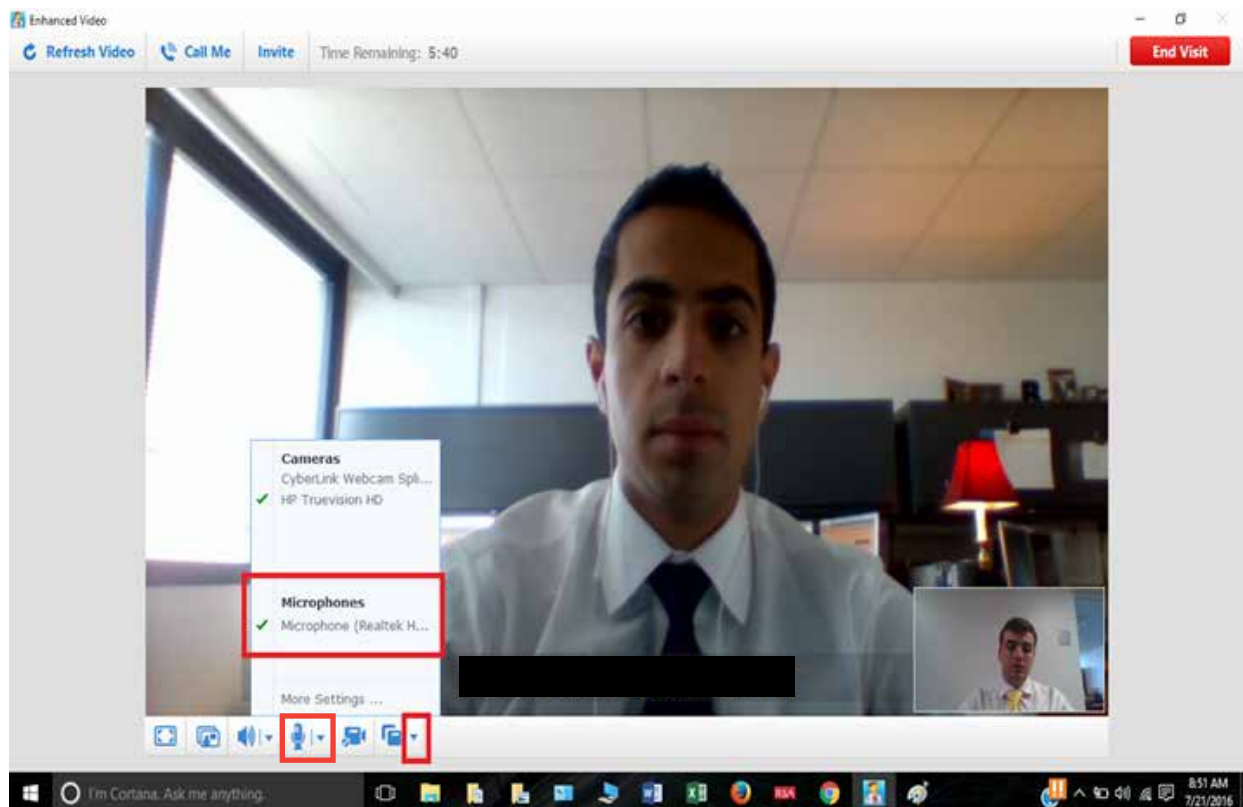
Below are the standard enhanced video controls that you will have access to on the web, to adjust various settings related to audio and video. These controls may be referenced in the following sections.



Troubleshooting Audio Issues

Once the visit begins, if the provider indicates he/she cannot hear you very well, please make sure to do the following:

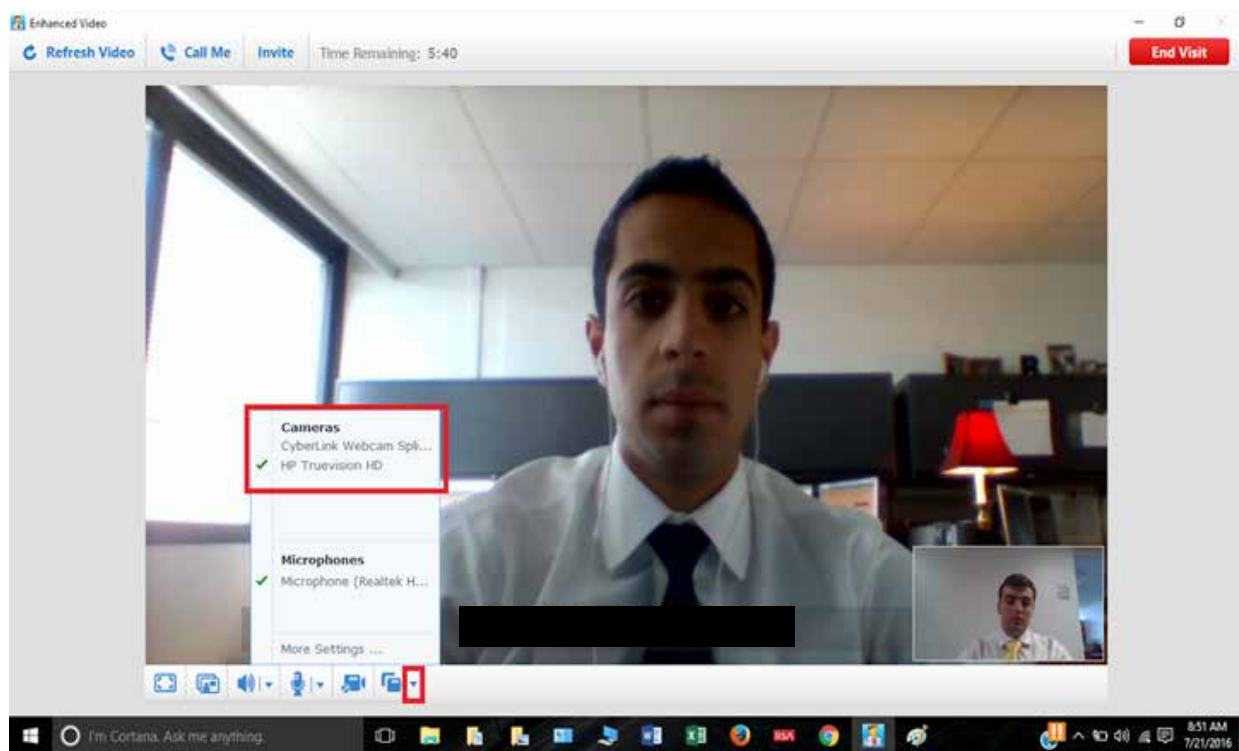
- Below the provider's video, click on the right-most icon (circled in red).
- Then ensure that the correct microphone device is selected from the list.
- You may also need to increase your microphone volume by clicking the microphone button (circled in red)



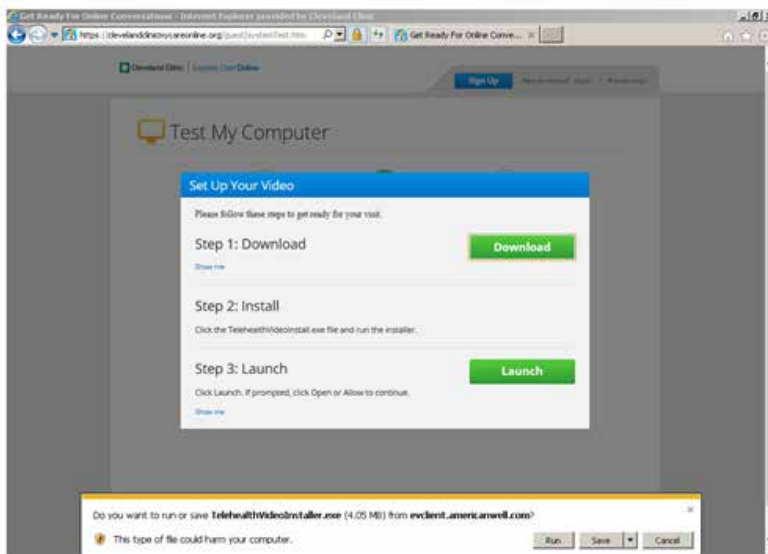
Camera Device Selection

Once the visit begins, if the provider indicates he/she cannot see you, please make sure to do the following:

- Below the provider's video, click on the far right icon (circled in red).
- Ensure that the correct camera device is selected from the list.
- Once you select the correct camera, you should see yourself instead of the black box, as demonstrated in the screen to the left.



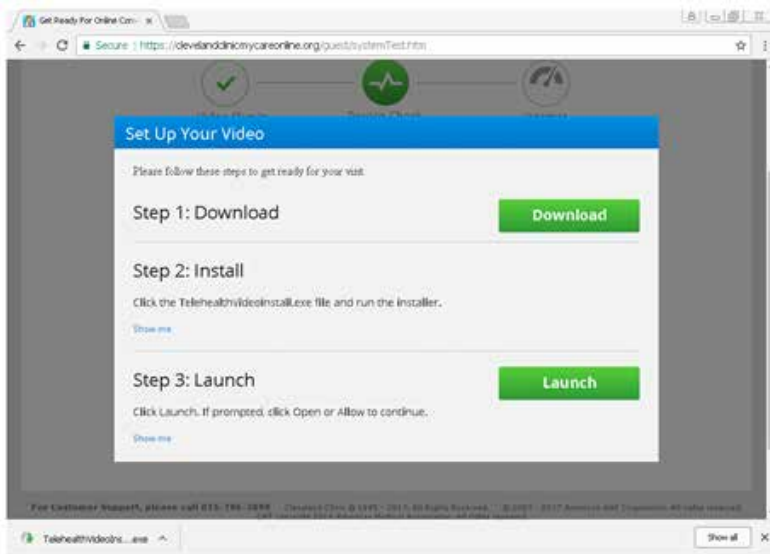
Appendix: Web Browser Setup



Internet Explorer

- After clicking the “Update” button, you will notice a yellow bar appear across the bottom of your browser screen (circled in red).
- Click the “Run” button to begin the installation process.
- When the installation is finished, you will see a note that your video software is up to date!

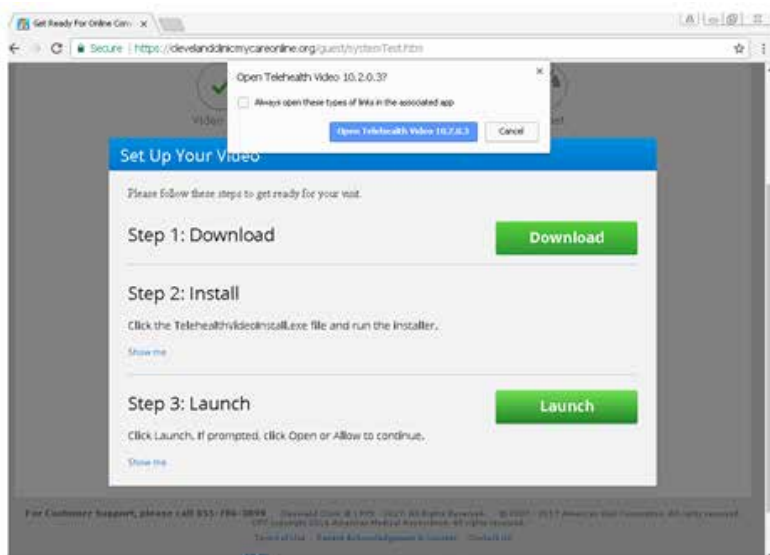




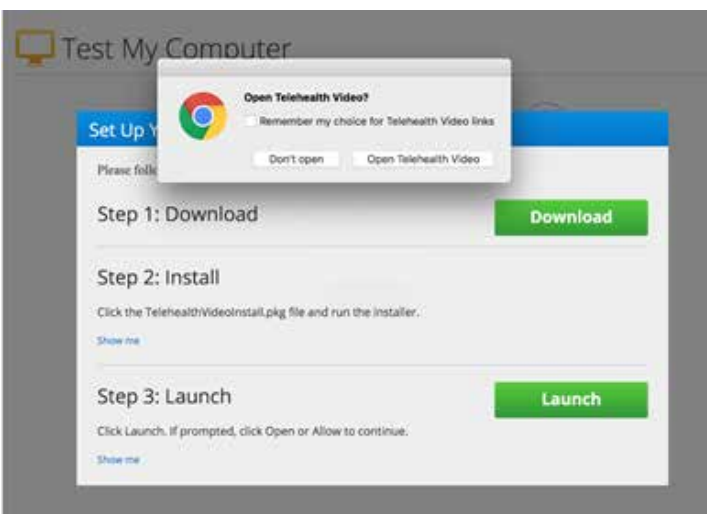
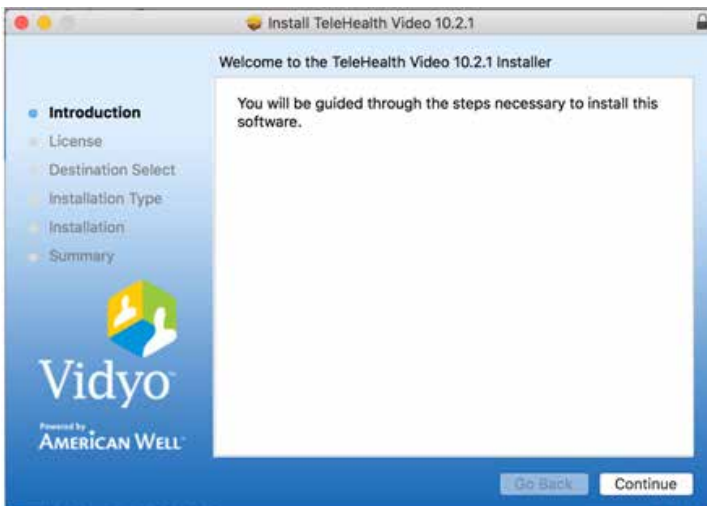
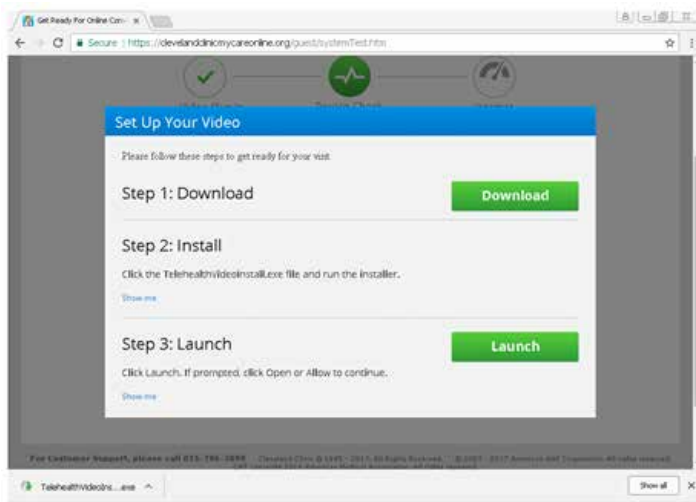
Google Chrome (on a PC)

Replace this with:

- 1) After clicking the 'Download' button, you will notice a gray bar appear across the bottom of your browser screen (see circled area to the left).
- 2) Click the button, and then click 'Run' when the overlay appears.
- 3) When the installation is finished, click the 'Launch' button.



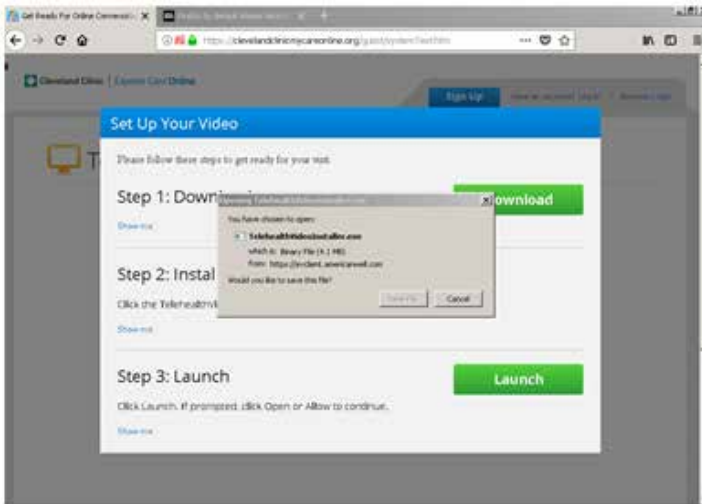
- 4) After clicking the 'Launch' button. At the top of your screen you will a dropdown menu that will prompt you to 'Open Telehealth Video'. Click on the button that says 'Open Telehealth Video...'



Google Chrome (on a Mac)

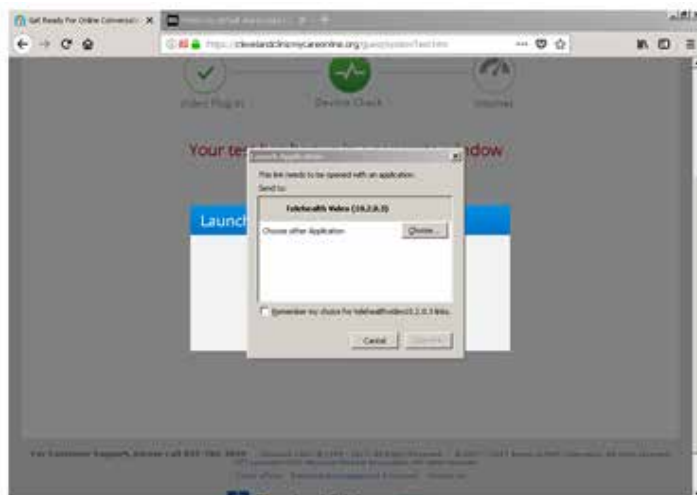
- After clicking the “Update” button, you will notice a bar across the bottom of your browser screen (see circled area to the left).
- Click the “EnhancedVideo...” button to begin the installation process.
- Double-click the “EnhancedVideo...” icon and follow the on-screen instructions to complete the installation.
- Add bullet: ‘Once the installation is complete, click on the ‘launch’ video. A dialog box will pop up asking you to ‘Open Telehealth Video’

Click on the button that says ‘Open Telehealth Video’

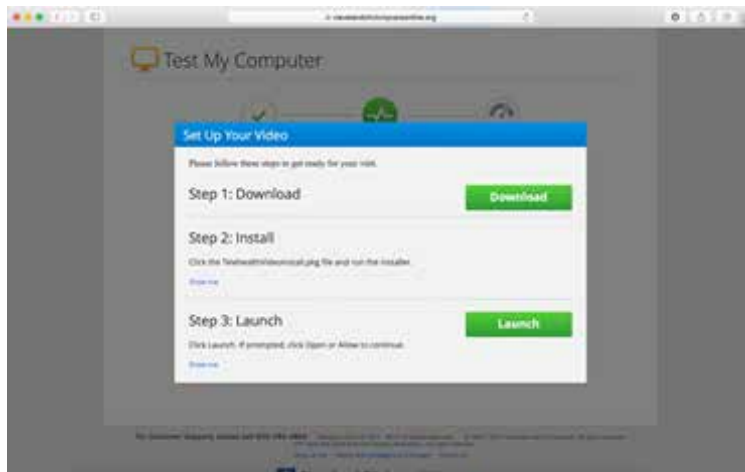


Mozilla Firefox (on a PC or a Mac)

- After clicking the 'Download' button, you will see an overlay appear asking you to save the file (circled in red).
- Click the 'Save File' button, and save the file to your Desktop or Downloads folder.
- Once the save is complete, click on the Launch button and a dialog box will appear asking you to Launch the Telehealth Application. Click on the 'open link' button to launch the video file.



- After saving the file, click the Downloads icon in the upper-right (see red arrow to the left).
- Click the first item at the top of the list to begin the installation process. It should be called either, "AmWellVideoInstall" or "EnhancedVideoPlugin"



Safari (on a Mac)

- After clicking on the 'Download' button, click the Downloads icon in the upper-right (see circled area).
- Double-click the 'Enhanced Video...' item to begin the installation process.
- After completing the installation, click on the 'Launch' button and a dialog box will appear. Click on the 'Open' button.

