Patient Webex Telehealth Home Visits Workflow

Introduction
Patients attending a telehealth appointment via home computer, smartphone, or tablet should use the following document to connect with their provider. You do not need a Webex account to visit with a provider.

Note: As with an in-person office visit, family members or caregivers may join your Telehealth at Home visit. The provider will ask for your verbal consent, and then you may provide family members or caregivers with the link to the session provided to you.

- Need help getting started on your computer? Click Here
- Need help getting started on your iOS device (iPhone or iPad)? Click Here
- Need help getting started on your Android device (phone or tablet)? Click Here

Using your Computer to connect to your Telehealth appointment
Your computer must have a working webcam and internet connection. Google Chrome is the preferred web browser.

1. Open email received from Marshfield Clinic Health System Care Team.
2. Click link provided in your email. Example: https://marshfieldclinic.webex.com/meet/providerlastname.firstname
3. Click Join from your browser.
4. Enter First Name, Last Initial.
5. Enter Email Address.
6. Click Next.
7. Click **Allow** to use your computer microphone and camera.

8. In the preview window, click **Skip**.

9. A preview of your video feed will show, click **Join Meeting**.
   *Note: If Microphone and Camera icons are red, they are off; click the icons to turn on.*
10. To let the provider know you are ready, click **Notify host**.  
*Note: You may be prompted to enter a security code. When the provider is ready, they will admit you to the appointment.*

![Notify host button](image)

11. Tap 🎤 and 📺 to turn on Microphone and Camera.  
*Note: If Microphone and Camera icons are red, they are off.*

12. When finished with your appointment, click **Leave meeting**.

**Using your iOS device (iPad or iPhone) to connect to your Telehealth appointment**  
You must have an internet connection. Message and Data Rates may apply.

1. From your device, click [here](#).
2. Find **Cisco Webex Meeting** app and tap **GET**.

3. Enter your Apple ID credentials.
4. Open **Webex** app.
5. Tap **I Accept** to accept the Terms of Service and Privacy Statement.

6. Tap **Join Meeting**. You do not need an account to visit with a provider.

7. Copy and paste, or type, the meeting URL provided in the email. Example: marshfieldclinic.webex.com/meet/providerlastname.firstname

8. Enter your **First Name** and **Last Initial**.

9. Enter your **Email Address**.

10. Tap **Join**.

11. Tap **OK** to allow Webex Meet to access your Microphone.
12. Tap OK to allow Webex Meet to access your Camera.

13. Tap ✅ and ✅ to turn on Microphone and Camera.
   
   Note: If Microphone and Camera icons are red, they are off.

14. Video preview will show. Tap Join.

15. When the provider is ready, they will admit you to the appointment.
   a. If you are experiencing audio issues tap 🔊.
   b. Tap on Speaker, microphone, and camera.
   c. Ensure the speaker and microphone are set to the device you are using.
      i. Select the drop downs to see other options.
   d. To adjust the volume of the Speaker or Microphone, tap the white circle and slide it right to increase volume.

16. When finished with your appointment, click Leave meeting.
Using your Android phone or tablet to connect to your Telehealth appointment
You must have an internet connection. Message and Data Rates may apply.

1. From your device, click here.
2. Find Cisco Webex Meeting app and tap Install.
3. Open the Webex app.
4. Tap ACCEPT to accept the Terms of Service and Privacy Statement.

5. Webex Meetings window displays. Tap OK.
6. Tap Allow to allow Webex Meet to record audio.
   Note: No part of any Telehealth visit will be recorded.
7. Tap Allow to allow Webex Meet to make and manage phone calls.

8. Tap Allow to allow Webex Meet to take pictures and record video.
   Note: No part of any TeleHealth visit will be recorded.

9. Tap Deny or Allow to allow Webex Meet to access contacts.

10. Tap Allow to allow Webex Meet to access device location.
11. Tap **JOIN MEETING**. You do not need an account to visit with your provider.

12. Copy and paste, or type, the meeting URL provided in the email. Example: `marshfieldclinic.webex.com/meet/providerlastname.firstname`

13. Enter your **First Name** and **Last Initial**.

14. Enter your **Email Address**.

15. Tap **JOIN**.

16. Tap 🗣️ and 📸 to turn on Microphone and Camera.
   
   **Note:** If Microphone and Camera icons are red, they are off.

17. Video preview will show. Tap **Join**.
18. When the provider is ready, they will admit you to the appointment.
   a. If you are experiencing audio issues tap 
   b. Tap on Speaker, microphone, and camera.
   c. Ensure the Speaker and Microphone are set to the device you are using.
      i. Select the drop downs to see other options.
   d. To adjust the volume of the Speaker or Microphone, tap the white circle and slide it right to increase volume.

19. When finished with your appointment, click Leave meeting.