

Patient Guide: Behavioral Health Video Visits

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General Information

What is the Video Visit service?

Julie Stroemel, Health Psychologist at the Personalized Care Team, now offers therapy sessions via a video visit for her returning patients. A video visit, sometimes referred to as “telehealth” is an online video appointment with your provider. All you need is a computer, tablet or smart phone and internet. You can see your provider through your own device from anywhere in Washington State. **To use this service, please talk to Julie or call our office at 425-304-8489.**

Are Video Visits for counseling covered by insurance?

- In Washington State, most insurance plans are required to cover Video Visits for counseling services if you have coverage for the same visit when provided in the office. Exceptions are:
 - Video Visits are not covered by Medicare part B (Original Medicare)
 - May be covered by your Medicare Advantage plan. Please contact your Medicare Advantage plan to see if Video Visits are covered.
- If you have a co-payment due, it will be billed to you.

Getting Started

What do I need for a Video Visit?

You can use a smartphone, tablet, laptop or home computer. To enjoy the best experience on VSee, make sure you have:

- High-speed Internet access
- Bandwidth of 200 kbps (500 kbps is best)
- Webcam or built-in camera
- Microphone and speakers

What internet browsers are supported?

VSee works on:

- Microsoft Internet Explorer (9.0 or later) - flash player must be installed
- Mozilla Firefox (latest version) - except iOS and Android
- Safari (latest version) – please don't use private mode
- Google Chrome (latest version)
- Internet Browser - default browser on some Android devices

Also, in your settings, turn on:

- JavaScript
- Cookies

How do I set up VSee?

- To get started, close all other video conferencing programs that can interfere with VSee, such as:
 - WebEx
 - Skype
 - GoToMeeting

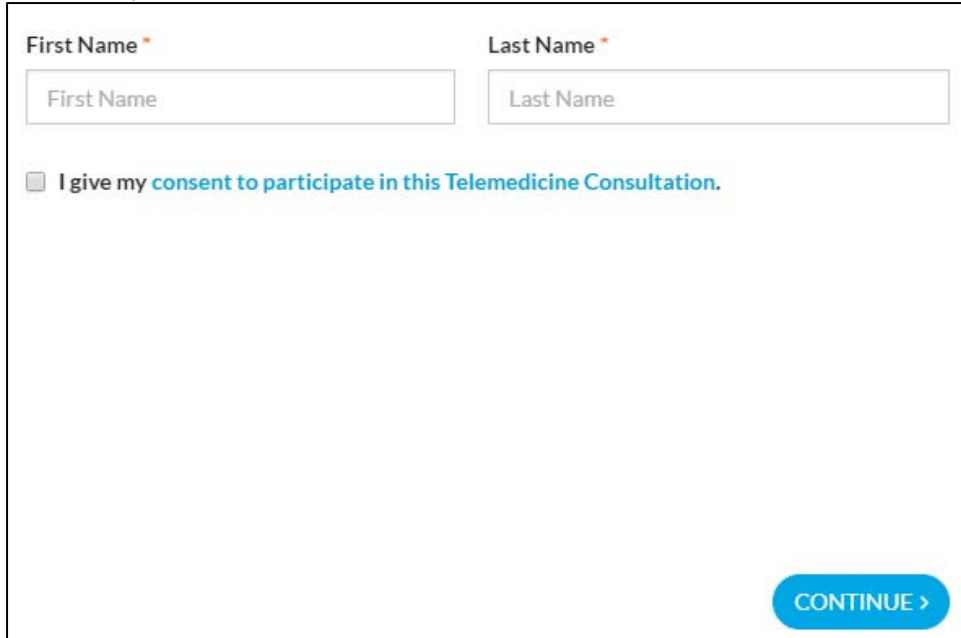
Using a computer:

1. Enter this web address into your internet browser 10 minutes prior to your appointment start time: <https://everettclinic.vsee.me/u/pct> and click "ENTER WAITING ROOM"

The screenshot shows the VSee waiting room interface for The Everett Clinic. At the top left is the logo "The Everett Clinic" with the tagline "For the whole you." At the top right are links for "Help" and "Test Computer". The main content area has a blue header "Welcome to The Everett Clinic". Below this, it displays "Current number of patients waiting: 0" and a red warning "If this is an emergency, please call 911". A prominent blue button labeled "ENTER WAITING ROOM" is on the right. At the bottom, there is a profile card for "Julie Stroemel" with a silhouette icon and a status indicator showing "Offline".

Getting Started

2. Enter your name, check the consent box, and click “CONTINUE”



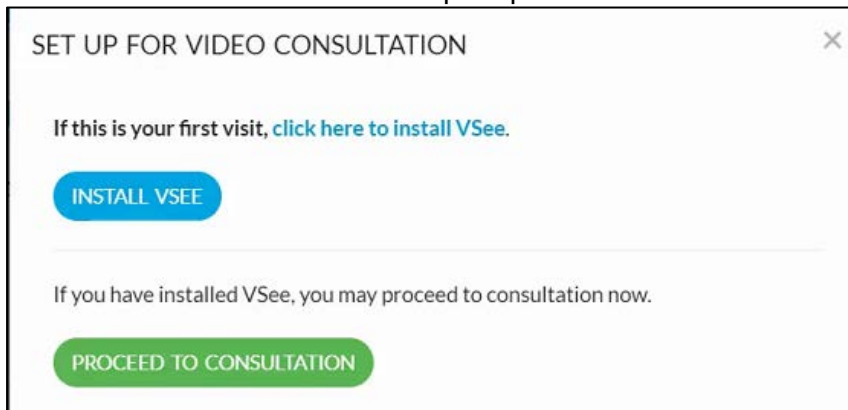
First Name * Last Name *

First Name Last Name

I give my consent to participate in this Telemedicine Consultation.

CONTINUE >

3. For first time users: follow the prompts to install VSee



SET UP FOR VIDEO CONSULTATION ×

If this is your first visit, [click here to install VSee.](#)

INSTALL VSEE

If you have installed VSee, you may proceed to consultation now.

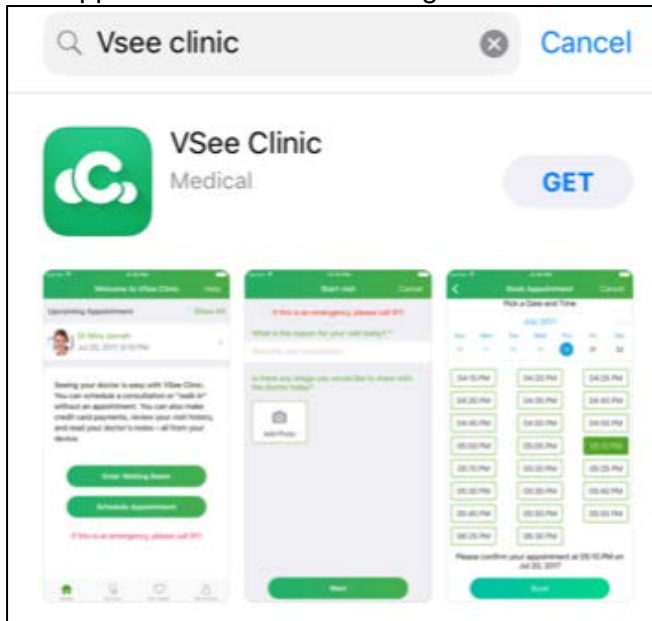
PROCEED TO CONSULTATION

4. If you experience issues installing VSee, Click “Help” for VSee support information
5. After you successfully launch the video call during the scheduled time, your provider will join the visit shortly

Getting Started

Using a smartphone or tablet:

1. Download and install the "VSee Clinic" app (it is free). Be sure to download VSee **Clinic**, not the other VSee apps such as Vsee Messenger or VSee Waiting Room.



2. Enter the clinic using the room code: everettptct

VSee Clinic

Enter Room Code ▾

everettptct

Next

Room code? If you don't have one, please ask your provider or visit their clinic website on mobile.

Getting Started

3. Enter your name, check the consent box, and click “Enter Waiting Room”

The screenshot shows a mobile application interface for 'The Everett Clinic'. At the top, there is a green header with the text 'Start Visit' and a three-dot menu icon. Below the header is the clinic's logo, 'The Everett Clinic', with the tagline 'For the whole you.' underneath. The main content area contains the following elements: a green text prompt 'If this is an emergency, hang up and call 911'; a red text prompt 'If this is an emergency, please call 911'; a green text prompt 'Please fill in your name to proceed *'; a white text input field labeled 'Your Name'; a green text prompt 'I give my consent to participate in this Telemedicine Consultation. *' next to an unchecked checkbox; and a large green button at the bottom labeled 'Enter Waiting Room'.

4. After you successfully launch the video call during the scheduled time, your provider will join the visit shortly

Support

Who do I contact for extra technical support?

- Contact VSee support: email support@vsee.com or call +1 (650) 614-1746 (6AM - 6PM PT)

What should I expect if I get disconnected from my provider?

- In the event that you are disconnected mid-appointment, you should expect a call from your provider at your preferred phone number.