

Patient Guide: Video Visits with Your PCT Team

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General Information

What is the Video Visit service?

Select providers with the Personalized Care Team now offer visits via a video visit. A video visit, sometimes referred to as “telehealth” is an online video appointment with your doctor. 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 your doctor or call our office at 425-304-8489.**

Is there a copay for my Video Visit?

- Video visits with your primary care doctor or pharmacist will not incur a copay. Please be aware that in the future, this policy may change.

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

Getting Started

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:

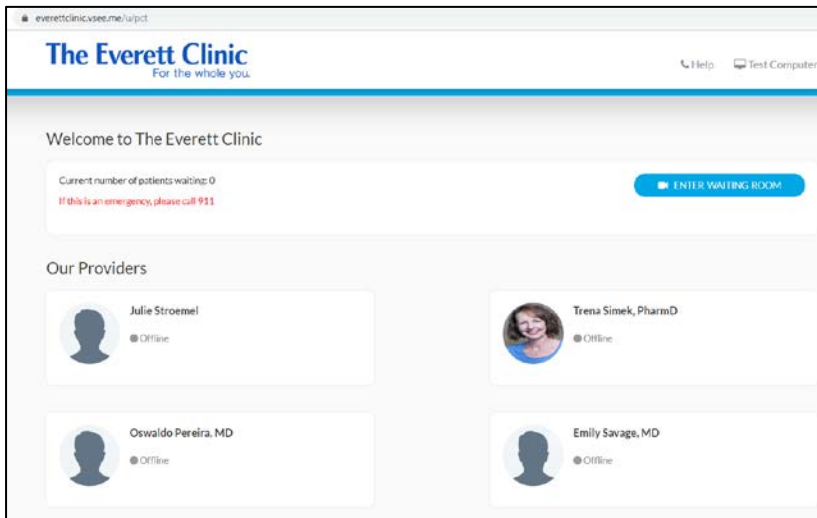
- JavaScript
- Cookies

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"



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.

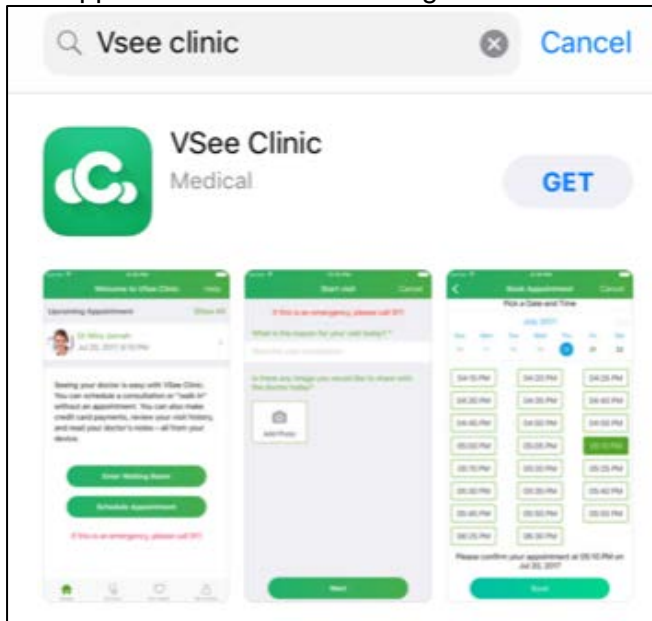
PROCEED TO CONSULTATION

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 logo 'The Everett Clinic' with the tagline 'For the whole you.'. 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. *' with an unchecked checkbox to its left, and a green rounded rectangular 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.