











# The Virtual Visit: Patient Guide

## Get Ready for Your Virtual Visit

- Current Email Address.** Make sure your provider's office has your most current email address.
- Setting.** Make sure you are in a private, quiet space so that no one will overhear or interrupt.
- Device and Browser.** Check your device and internet browser requirements listed below. You do not need to download a special app.
- Connection.** Make sure you can connect with secure, private Wi-Fi or reliable cell service.
  - If you are in a work office, firewalls may block the video connection. Turn off Wi-Fi and refresh your page on a cell phone, or try another secure Wi-Fi network on a computer.
- Audio and Video.** Make sure your device has a front-facing camera. Allow the browser access to the camera and microphone. If using earphones, they must have a microphone. Turn up device volume.
- Test Your Device.** Make sure your device will work here: <https://connect.ottohealth.com/video/test>
- If Needed, Change Appointment Type.** If you do not have one or more of the requirements above, call your provider's office to tell them. Your visit may be switched to a phone visit.






Device	Requirements	Internet Browser
<b>Computer/Laptop</b> 	<ul style="list-style-type: none"> <li>Update your browser to the <b>most recent</b> version.</li> <li>Internet Explorer and Microsoft Edge will <b>not</b> work.</li> </ul>  	   Google Chrome      Safari      Firefox
<b>Android Phone</b> 	<ul style="list-style-type: none"> <li>Update your device to the most recent operating system (<b>version 8 or later</b>).</li> </ul>	 Google Chrome
<b>iPhone/iPad</b> 	<ul style="list-style-type: none"> <li>Make sure you are using an <b>iPhone 6 or later</b>.</li> <li>Update your device to the most recent operating system (<b>version 11 or later</b>).</li> </ul>	 Safari



### For Help or Information

Call 541-682-3550 or visit <https://www.ottohealth.com/patient-resources>

## How to Do Your Virtual Visit




1. Find your email from OTTO Health with your visit link. Check your junk/spam folder. If you cannot find it, contact your provider's office at 541-682-3550.
2. No more than 15 minutes before your scheduled visit time, click **Join Visit** or copy and paste the secure link in the email into a supported browser to join the visit.
3. You will be taken to a welcome page. Click **Let's Go!**.
4. Review the Terms of Use page, check all boxes, type your full name, and enter your date of birth.
5. Click **Join Visit** up to 10 minutes before your scheduled time. You will be joined to the virtual waiting room, which is similar to a regular waiting room. Your provider will join as soon as they are ready. If they are running late, they will join you as soon as possible.
6. Click  or  to turn your camera or microphone on/off.
7. To send a message to your provider while in the virtual waiting room or during the visit, click Chat. 
8. When your visit is finished, click **End Visit** and answer a short survey to help us improve.



**Tip:** Make sure your device has enough battery life before your virtual visit.




## Tips for a Successful Virtual Visit

### Setting the Scene

-  **Set up webcam or phone camera at eye level.** It is easier to connect with your provider if you can make eye contact. To make eye contact, look into the camera instead of at your provider's face on the screen. If possible, doing the visit from a table or desk works well.
-  **Make sure your privacy is protected.** Do the visit in a private, quiet space to maintain privacy. This ensures no one will overhear anything you or your provider say.
-  **Set up your space for the virtual visit.** The physical space should be quiet and free from all distractions. Make sure there is no window behind you to cause you to be silhouetted. Ensure there is a light or lamp in front of your face so your provider can see you clearly.



### Doing the Visit

-  **Be 15 minutes early.** This allows you enough time to make sure your device, browser, internet connection or Wi-Fi, and audio and video are working. This also allows you time to answer any required questions for your provider.
-  **Be aware of lag time.** Due to varying internet connections, your video and audio may have lag time. Wait two seconds before speaking to allow your provider's last words spoken to come through on your end.
-  **Create clear audio.** Speak slowly and clearly. Be aware most microphones are sensitive and can pick up sounds like papers shuffling. Try to reduce distracting noises as best as you can.