

Instruction manual

Videoconsult – smartphone

Video calling with your healthcare provider from home



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Your healthcare provider has agreed with you that your appointment will take place via a "video consultation". A video consultation is also known as *video calling*. You can see and talk to your healthcare provider through the screen of a tablet or smartphone. You do not need to visit the hospital for the appointment.

It is allowed to have a family member or close relative present during the video consultation.

What is a video consultation?

A video consultation is an easy online way to talk to and see your healthcare provider. The healthcare provider will see you as well. At the time of your appointment, you can make video calls with your healthcare provider via the *Mijn Dossier* (translation: *My File*) patient portal.

Mijn Dossier is a safe digital environment of the hospital. The use of *Mijn Dossier* and *video calling* is free of charge.

What do you need for a video consultation?

- Tablet or smartphone
- A working internet connection
- MyChart app (*Mijn Dossier* app)
- A *Mijn Dossier* account or a valid activation code (valid for 1 month after issue)
- A mobile phone for receiving a text message with an activation code, if you don't have a valid activation code yet

How does it work?

The appointment for a video consultation is scheduled by the hospital. This is done in the same way as scheduling a physical appointment in the hospital. It is important that you have a *Mijn Dossier* account. This account must be activated with an activation code that you will receive in the hospital or via a text message.

The following pages show the steps you need to take to participate in a video consultation:

Step 1
Download the App from the Appstore

You can skip this step if you have installed the "MyChart app" on your phone already.

You must download the "MyChart" app on your device to be able to make a video call with your healthcare provider.

- Go to the AppStore or the Google Play Store.
- Enter "MyChart" in the search bar
- Click on "Search"
- Click on "Download"

Step 2
Open the App

You have just downloaded the MyChart app. Find the app on your device and open it.

- Select "AMC VUmc"

Step 3
Log in to Mijn Dossier

I don't have a My Dossier account yet.

You can receive a letter with the activation code for *Mijn Dossier* in the hospital. After you have received the activation code, you can activate your *Mijn Dossier* account using the instructions in the letter.

It is also possible to receive a text message with an activation code. In this case an administrative assistant will call you to verify your identity.



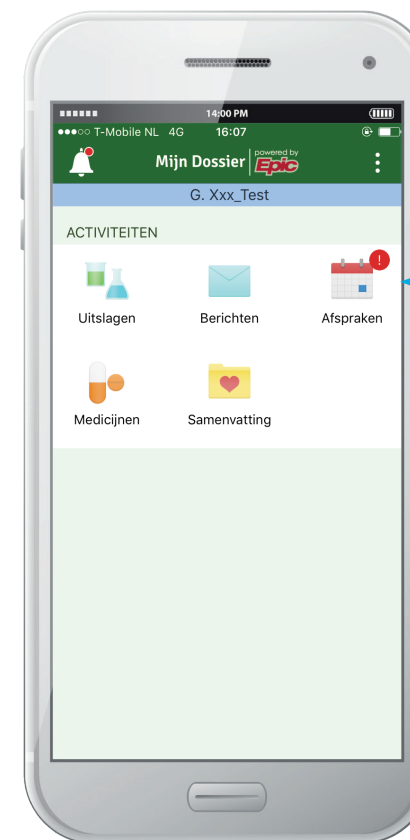
I already have a Mijn Dossier account.

- Log in via the *Mijn Dossier* app
- Enter your username and password
- Click on the green button "Login"

You will now receive a verification code on your mobile phone

- Enter the SMS code at the screen of *Mijn Dossier*

- Then click on the "Submit" button

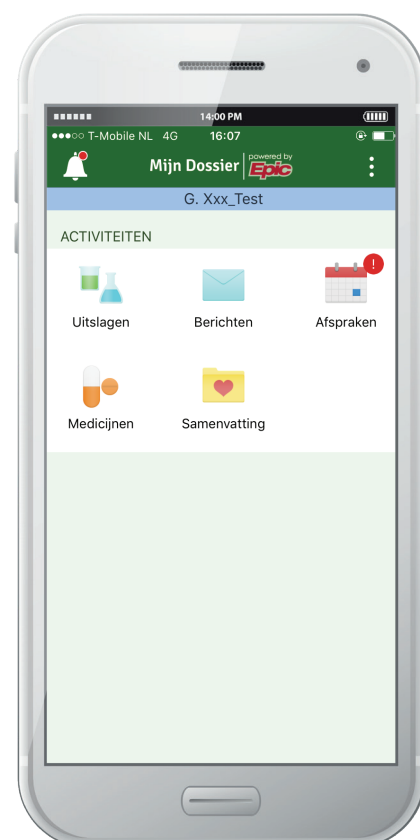


Step 4

Find the video consultation under "Afspraken" (translation: appointments)

You are on the *Mijn Dossier* homepage.

Click on the "Afspraken" icon.

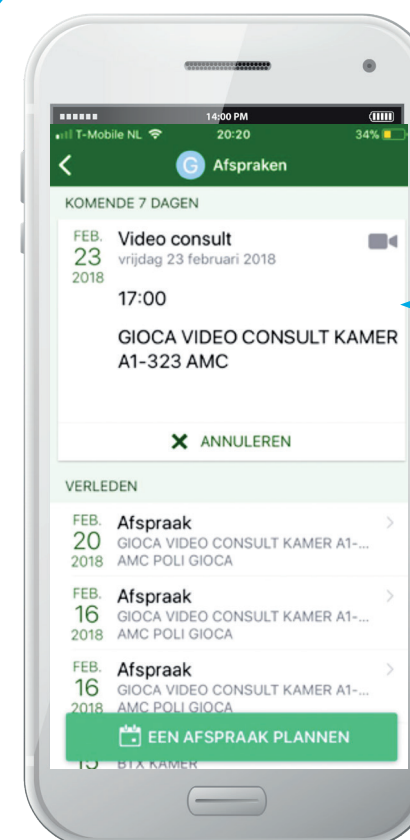


You are now logged in to Mijn Dossier

You are now logged in to *Mijn Dossier*. If you have any questions about logging in or activating your *Mijn Dossier* account, you can find more information on the AMC / VUmc site under "Frequently asked questions".

www.amc.nl/web/ik-heb-een-afspraak-1/wat-staat-er-in-mijn-dossier.htm

www.vumc.nl/mijndossier/meest-gestelde-vragen



You will now see the "Afspraken" tab with a summary of your planned appointments.

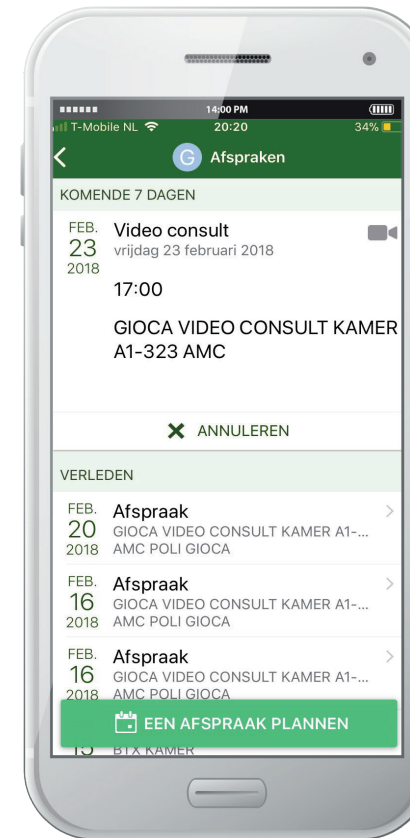


Step 5

Check if the settings are correct

You see a summary of the appointment details of the video consultation. Before starting the video consultation with your healthcare provider, you can first check whether the settings of your device are suitable for the video consultation.

Click on the green button "video testen" (translation: test video).

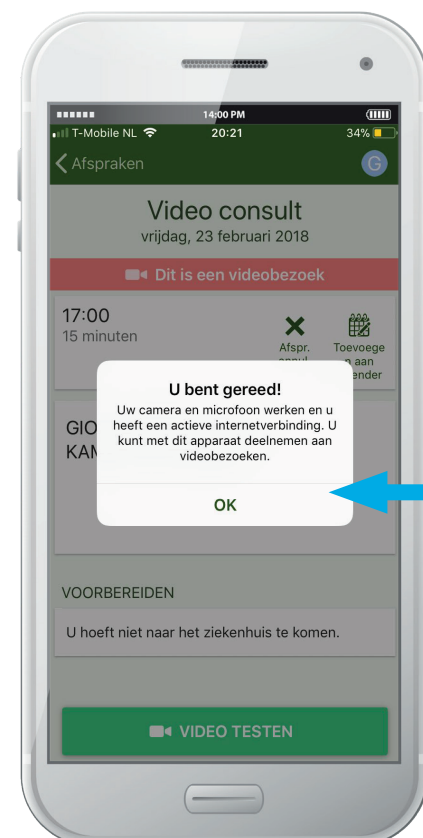


Step 6

Start the video consultation

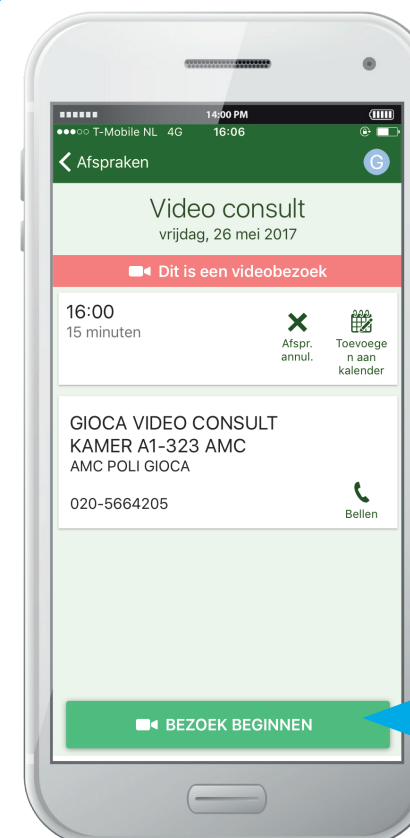
If the video consultation is not yet available, the camera icon is gray. If the icon turns green, the video consultation is available. You can check your settings at any moment.

Click on the camera icon to start the video consultation.



If the settings of your device are suitable for the consultation, you will see the following message:

Click the 'OK' button

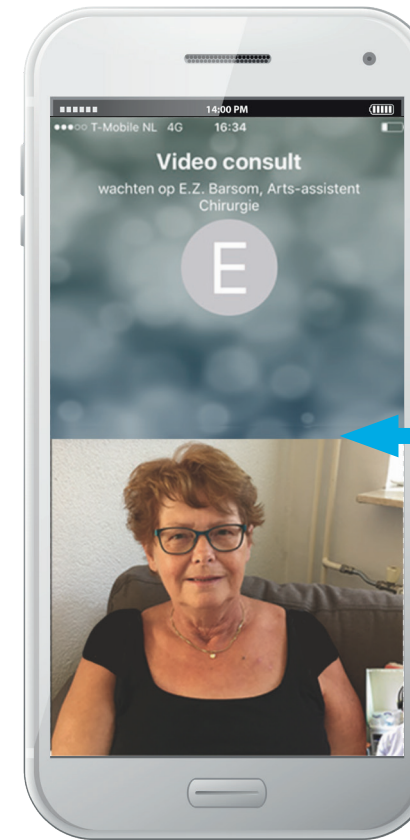


You can start the video consultation, even if your healthcare provider is not online yet. This will indicate that you are present. The consultation will start as soon as the healthcare provider connects with you. It might be possible that the healthcare provider is tardily if a previous consultation with another patient was longer than expected.

Click on the green button "Bezoek beginnen" (translation: start visit)



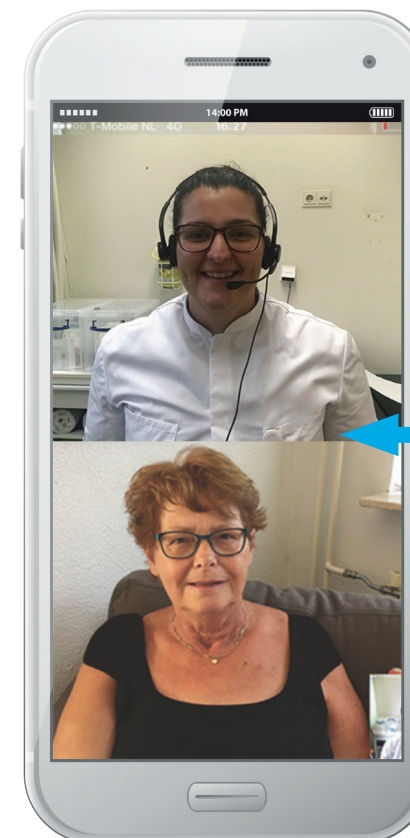
An attempt to connect is being made. You will see the following screen.



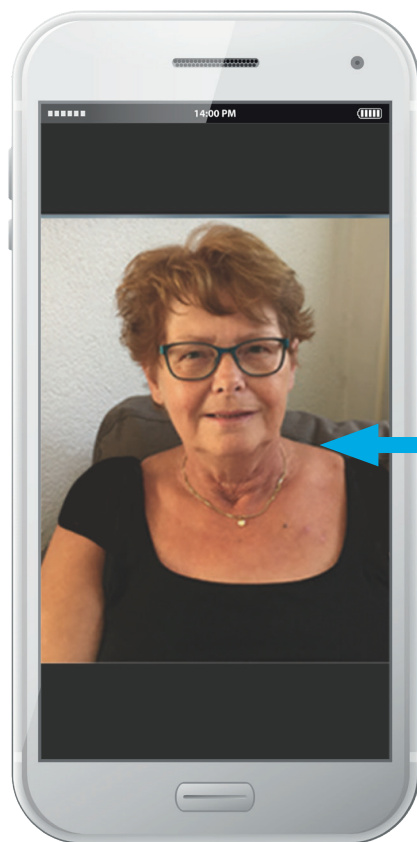
If the connection on your part is successful, you will see the following screen.



If the connection on your side is not successful, you will see the following screen. Please check if you have an active internet connection and try again



Wait for your healthcare provider to start the video consultation. This may take a while. If your healthcare provider has also started the video consultation, you will see your healthcare provider on screen. You can now start the conversation.



It is possible that someone might disturb your healthcare provider in real life or that a telephone call comes in between. We acknowledge that this is detrimental, but your healthcare provider can choose to mute the sound and image for a moment.

If that happens, you will see the accompanying screen.

Note: you do not see and/or hear the healthcare provider, but he/she can still see/hear you



Step 7 End of the video consultation

When the video consultation has ended, the healthcare provider ends the video consultation.

You can close the screen and log out.

Click on the red button to close the video consultation

Video calling tips

- Make sure that you are logged in to Mijn Dossier at least five minutes before the appointment and that you are ready for the video consultation.
- Please wait patiently if your healthcare provider is not yet visible at the time of the appointment. Sometimes consultation hours are slightly longer than expected. Your healthcare provider will be shown as soon as he/she is available.
- Make sure you are in a quiet, closed space. It is important that it is quiet in the room so that your healthcare provider can understand you clearly.
- Make sure that your sound and microphone are on.
- Are you unable to understand your healthcare provider properly or is the healthcare provider not understanding you? Then use earphones or a headphone. Often this solves the problem.
- Do you not understand or understand the healthcare provider? Then ask your healthcare provider to explain it again.
- Try to speak calmly and move your lips clearly.
- Make sure that your face is fully visible and brightly lit. Please note that the position of the camera makes it impossible to look into the other person's eyes.
- Did the video consultation not start successfully or did something go wrong during the video consultation? Stay calm and wait patiently. Your healthcare provider will attempt to restart the connection or make a telephone call.
- The video consultation is an appointment between you and your healthcare provider. Are you unable to attend at the time of the video consultation? Please contact your treatment team in time to reschedule the video consultation.

Privacy

A video consultation is a medical consultation. It is important that your digital appointment is as secure and confidential as a physical appointment in the hospital. We therefore handle your data with care. The consultation is not recorded or saved. The care provider is in a closed and quiet space during the video consultation. We ask you to prevent strangers from watching the screen or listening in. Therefore, make sure that you are also in a quiet and closed space. The health care provider can stop the video consultation if he/she feels that your environment is not safe enough. If you want someone else to be present at the video consultation, that person can sit next to you if you let the health care provider know in advance.

The video consultation is established with a secure video connection via Mijn Dossier. The 'General Terms and Conditions apply to the safe use of Mijn Dossier

You can find the terms and conditions here:

www.amc.nl/web/ik-heb-een-afspraak-1/overig.htm

www.vumc.nl/patienten/mijn-dossier/algemene-voorwaarden-mijn-dossier/

Contact

Do you have questions about the video consultation? Then you can contact the department where you are under treatment.

