

Supporting a virtual telehealth consultation on **Webex**

Our healthcare facility is now using telehealth to reduce the risk of potential viral transmission between healthy and affected patients at our facility. Now you can offer virtual consultations and help clinicians connect with their patients at home.

What you will need

- A working laptop, tablet or smart phone - with a front camera.
- A fully charged device, or access to power.
- An internet connection.
- Your email address.
- A well-lit space to see each other clearly.
- A quiet space to reduce distractions and protect privacy.

Highly recommended: Use headphones that connect to your device for clear audio and for privacy.

Things to think about:

Are you starting the appointment for a clinician?

Yes

Join 5 minutes early to greet and help the patient connect. Do your work to start the appointment. Contact the clinician to join when you are ready for them.

No

Be on hand in case the clinician needs assistance with the patient or help with follow-up actions.

Does your clinician want you to stay in the session?

Yes

Stay in the Webex, but put yourself on mute when not speaking to reduce distractions, so you can fill in the patient's notes, or any forms needed.

No

Plan beforehand if the clinician wants you to rejoin at the end of the consult. If so, stay available.

Tip: If this is the first time the patient has joined a virtual consultation use Chat to send a message if they need help.

Getting started with **Webex** for care teams


Join your virtual appointment

1. Select the Join button on the Cisco Webex Meetings notification a few minutes before your appointment will start. It will appear up to 15 minutes before a scheduled appointment.
2. If you don't have a notification, find the link to join from either your EMR calendar, if posted there by your administrative staff, or from your email calendar.

Connect to audio and video

1. Choose your audio connection.
2. Set your video preference to video on.
3. Join the meeting by selecting Connect Audio and Video.

Share your screen so your patient can see a document:

1. Select Share. 
2. Select the application from the list of open applications. Don't share your full screen, to insure they see only what you want

To stop screen sharing:

1. Hover your mouse over the orange You're Sharing button, if you don't see the red Stop Sharing button



2. Click the Stop Sharing button on the floating bar.



Tip: You can be sure that you have what you need to join a virtual appointment, by [joining a test meeting](#) at any time before your scheduled telehealth appointment.