

How to conduct a virtual consultation with **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 have a virtual consultation with 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:

Is your care team starting the appointment for you?

Yes

Advise the care team how they can contact you when the patient is ready to be seen. Join the Webex when they request you to.

No

Start the appointment a few minutes early to greet and help the patient connect to Webex.

Is your care team advising on the patient's follow-up actions?

Yes

Advise the care team the details of the follow-up actions, either by messaging them, or asking them to rejoin the Webex. They can give the patient final advice before ending the consult, if you choose to exit.

No

Conclude the telehealth appointment by sharing your suggested next course of actions for them.

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 clinicians


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.



Whiteboard live with your patient:

1. Select Share. 
2. Select New Whiteboard.
3. Write or draw with your mouse or finger, device dependent.

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 appointment.