

# Mobile/Tablet Patient Instructions: CCH Webex Appointment

Campbell County Health

*Excellence Every Day*

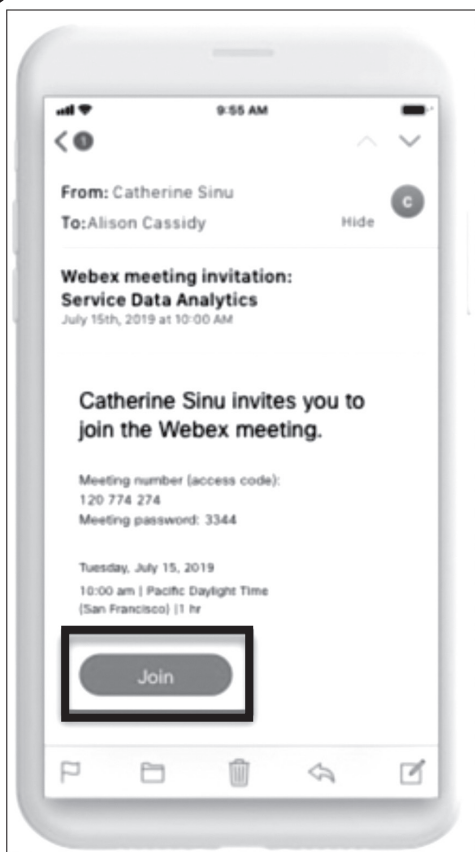
## Appointment Overview

The day before your scheduled appointment, you will receive an email invite to join the meeting. You do not need to do anything with this email until the day of your appointment.

**Please ensure you have installed the Cisco Webex Meeting Application.**

10-15 minutes before your scheduled appointment, our registration specialist will call you. They will get you registered/checked in for the appointment. Please make sure you are available to take this call. After completion with registration, follow the steps below to connect with your provider.

1. Open the email invite and select the green **“Join”** or **“Join Meeting”**.



2. The Webex application (previously installed) will automatically launch.

3. Enter your **name** and **email address** in the given fields. Select **OK**.



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4. If this is the first time you have used the app it will prompt you with some instructions. Feel free to review these or select skip preview.

5. You will enter a preview visit page.

- a. Video preview lets you see how you will look to others before you join the meeting.
- b. Ensure your camera and microphone are working properly.
- c. Use the buttons at the bottom of the screen to turn your microphone and camera on or off.

i. Red means they are in the off position.



6. Tap either **Start** or **Join** when you are ready to see the provider.



7. During the meeting, the microphone and camera buttons will hide. To bring them back simply tap anywhere on the screen.

8. To end the appointment, click the **red X**.



### Things to remember

- 1. The provider may or may not already be in the meeting. Please be patient. If it is 8 minutes past your scheduled appointment time, please call the front office staff.
- 2. If you are disconnected during the visit; the provider will give you a call and continue with a telephone visit.

### Webex Appointment Etiquette

- 1. Limit other devices connected to WIFI.
- 2. Make sure you are dressed appropriately.
- 3. Pick a location or room free of distractions.
- 4. Do not connect to your visit while driving.
- 5. Come prepared to your visit.

