

# SecureVideo Patient Guide (Email)

If patient would prefer to receive notification via **EMAIL**, please follow the instructions below:

1. Once SecureVideo appointment is set, patient will receive the following email:

**LifeBridge Health Session Invite**

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**PROVIDER NAME** has invited you to a Videoconference Session hosted by LifeBridge Health.

WHEN:  
**DAY, DATE** at **TIME** (Eastern Time)

WILL YOU ATTEND?  
**Yes** **No**

TO JOIN:  
To join the Session, just click here:  
**Join Session**

You can also join the Session by going to [lifebridgehealth.securevideo.com](http://lifebridgehealth.securevideo.com), clicking "Videoconference" and entering **353-090-309**. You can read more on how to join a Session by [clicking here](#).

QUESTIONS?  
If you have any questions about this Session, or have any problem when you try to join, please contact **PROVIDER**  
**NAME** at **OFFICE PHONE**

TECHNICAL SUPPORT  
If you need technical assistance, please call **Technical Support** at **(888) 540-2829**. Or, you can send an e-mail to [support@securevideo.com](mailto:support@securevideo.com).

SecureVideo Message ID: 38d92cad-a213-4f15-9121-d33e9c2236bb+80ea4043-b779-41bb-b2a7-2cca27f43bbb

2. Once selecting their RSVP option, the following window will pop up in the web browser (i.e Internet Explorer, Google Chrome, Safari, etc.):

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The screenshot shows the LifeBridge Health patient portal interface. At the top, there is a navigation bar with 'Videoconference', 'Chat', 'Support', and 'Member Login'. Below this, the session details are displayed, including a 'Session - PROVIDER NAME' header. On the left, there are buttons for 'DATE', 'TIME', 'OFFICE PHONE', 'Enable Dial-In', and 'Add to Calendar'. In the center, there is a green oval containing an envelope icon and the text 'Your RSVP: Yes, will attend'. To the right of this oval is a green box with a white arrow pointing left, containing the text 'Selected RSVP option will appear here.' Below the oval is a dark blue button labeled 'Enter Waiting Room'. At the bottom, there is a table titled 'SESSION DOCUMENTS' with two columns: 'Document Type' and 'Status'. The first row in the table is 'CONSENT TO TREATMENT FORM \*\*COMPLETE NOW\*\*' with a status of 'Required pre-session - TEST 1234'. A red circle highlights the 'Submit' button in the first row of the table. At the bottom left, there is a blue button labeled 'Install Zoom', and at the bottom right, there is a blue button labeled 'Support'.

2a. Prior to meeting with the doctor, the **Consent to Treatment Form** must be completed. To complete the form, select the dark blue **Submit** button. You will be taken to the following screen (see next page).

**The following information will need to be completed on the form:**

- Date of Telemedicine Visit (Date of your doctor's visit)
- Patient Name (Patient's name or the person to be seen)
- Date of Birth
- Patient/Spouse/Parent/Guardian Name (Your name or the person filling out the form on the patient's behalf)
- Relationship to the Patient
- Date (Date you are completing the form)
- Electronically Signed By (Your name or the person filling out the form on the patient's behalf)

Once completed, you will select **Submit Document**.

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## CONSENT TO TREATMENT FORM **\*\*COMPLETE NOW\*\***

Please complete the CONSENT TO TREATMENT FORM **\*\*COMPLETE NOW\*\*** document below. You must complete this document before you can connect to your session.

DATE	TIME	SESSION DOCUMENTS	
		Document Type	Status
Complete Document Below		CONSENT TO TREATMENT FORM <b>**COMPLETE NOW**</b>	Required pre-session - TEST 1234

**LIFEBRIDGE HEALTH**

### Consent to Treatment

Date of Telemedicine Visit (MM/DD/YYYY):

Patient Name:  Date of Birth (MM/DD/YYYY):

1. I understand that my health care provider wishes me to engage in a telemedicine visit.

2. I understand how the video conferencing technology used to accomplish such a visit will not be the same as a direct patient/health care provider visit due to the fact that I will not be in the same room as my health care provider. My questions have been answered and any practical alternatives have been discussed with me in a language in which I understand. I further understand that I will be informed of who is present during the telemedicine visit and have the right to terminate the telemedicine visit at any time.

3. I understand there are potential risks to this technology, including interruptions, unauthorized access and technical difficulties. I understand that my health care provider or I can discontinue the telemedicine visit if it is felt that the videoconferencing connections are not adequate enough for the situation.

4. I have had the alternatives to a telemedicine visit explained to me, including scheduling a face to face in office visit with my health care provider.

By signing this form, I certify:

- I have read or had this form read and/or explained to me
- That I fully understand its contents, including the risks and benefits of telemedicine visits
- That I have been given ample opportunity to ask questions and that the questions have been answered to my satisfaction

Patient/Spouse/Parent/Guardian Name:  Date (MM/DD/YYYY):

Relationship to Patient:

Self

Spouse

Parent

Guardian

Other

By electronically signing below, you acknowledge that you have read and understand this document.

Electronically Signed By:  Your Name

**Submit Document** Reload

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3. Once completed, the following screen will be displayed:

The screenshot displays the LifeBridge Health patient portal interface. At the top, the LifeBridge Health logo is on the left, and navigation links for 'Videoconference', 'Chat', 'Support', and 'Member Login' are on the right. The main content area shows session details for a 'PROVIDER NAME'. Below this, there are fields for 'DATE', 'TIME', and 'OFFICE PHONE', along with buttons for 'Enable Dial-In' and 'Add to Calendar'. A central 'Enter Waiting Room' button is prominent. To the right, an envelope icon indicates 'Your RSVP: Yes, will attend'. Below the session details is a 'SESSION DOCUMENTS' table with the following content:

Document Type	Status
Resubmit CONSENT TO TREATMENT FORM **COMPLETE NOW**	Completed - TEST 234 - 3/30/20 at 1:46am ET

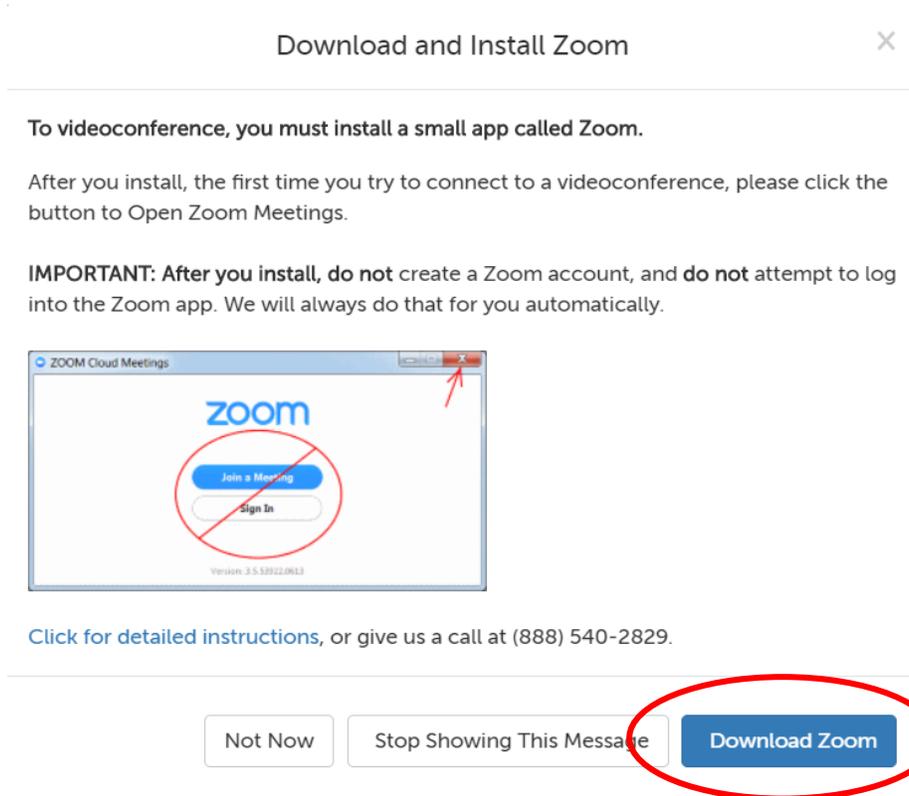
At the bottom left, there is a large blue 'Install Zoom' button. At the bottom right, there is a blue 'Support' button with a question mark icon.

The Consent to Treatment will show as completed (**1<sup>st</sup> red circle**). If the form needs to be updated or resubmitted for any reason, it can be resubmitted by selecting the bright blue **Resubmit** box to the far left of the completed form.

4. On the same screen, the patient will then select the large bright blue box **Install Zoom** at the bottom of the page (**2<sup>nd</sup> red circle**).

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5. The following box will appear. Select **Download Zoom**.



Select ZoomInstaller

\*\* If PC, should pop up at the bottom of the web browser (see below). If Mac, open downloads and it should be listed there.

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Session - Courtney Newkirk

Friday, 4/3/2020

10:15am (ET)

410-469-5647

Enable Dial-In

Add to Calendar

Your RSVP: Yes, will attend

Enter Waiting Room

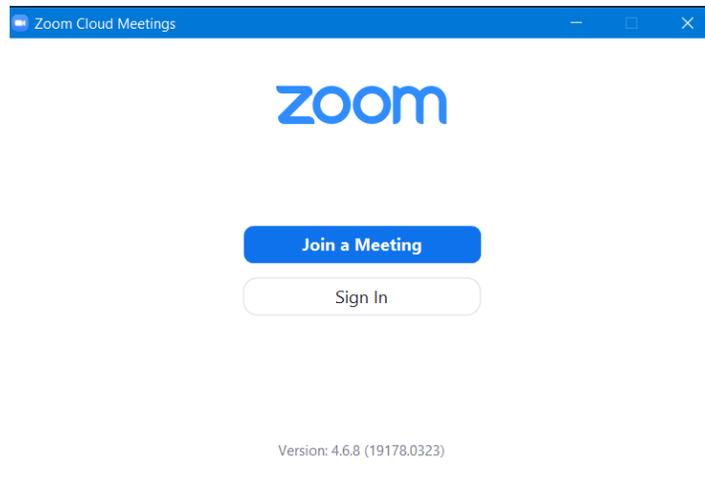
SESSION DOCUMENTS		
Document Type	Status	
Resubmit	CONSENT TO TREATMENT FORM **COMPLETE NOW**	Completed - TEST 1234 - 3/30/20 at 1:46am ET <a href="#">View</a>

Support

Show all

ZoomInstaller (3).exe

6. The following box will show once the download is complete:



**Please EXIT out of this screen. You will never have to use the Zoom application. It only has to be installed on the device.** Once this step is completed, you will be ready for your Telehealth visit!

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7. When it is time for the visit, review your initial email and select **Join Session**.

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WHEN:

**DAY, DATE** at **TIME** (Eastern Time)

WILL YOU ATTEND?

**Yes** **No**

TO JOIN:

To join the Session, just click here:

**Join Session**

Clicking the link will open the web browser, Google Chrome, Safari, etc.)

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QUESTIONS?

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**PROVIDER**

**NAME** at **OFFICE PHONE**

TECHNICAL SUPPORT

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SecureVideo Message ID: 38d92cad-a213-4f15-9121-d33e9c2236bb+80ea4043-b779-41bb-b2a7-2cca27f43bbb

8. The following screen will be displayed in the web browser. **Select Enter Waiting Room.**

**LIFEBRIDGE HEALTH** Videoconference Chat Support Member Login

### Session - Courtney Newkirk

Friday, 4/3/2020  
10:15am (ET)  
410-469-5647  
Enable Dial-In  
Add to Calendar

Your RSVP: Yes, will

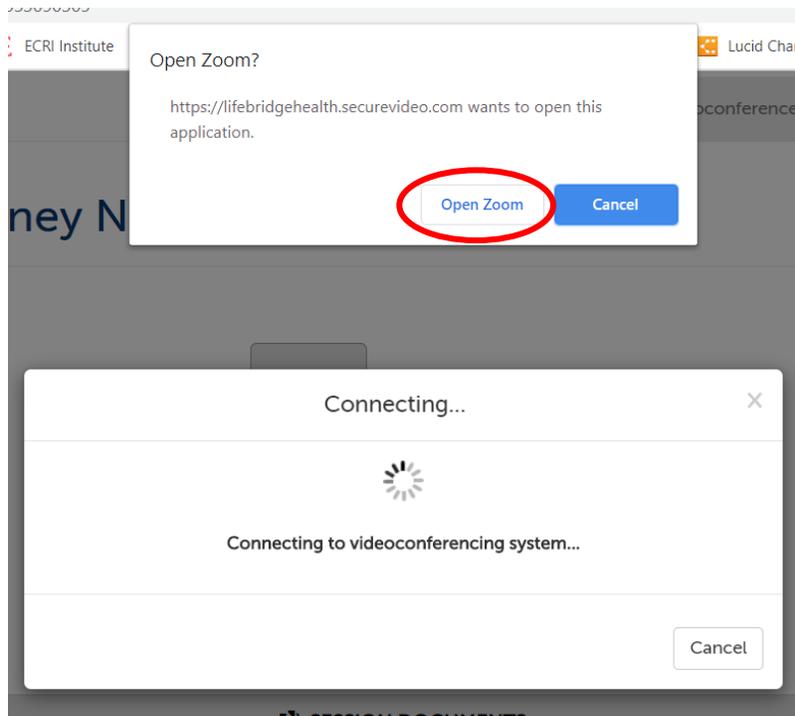
**Enter Waiting Room**

SESSION DOCUMENTS	
Document Type	Status
CONSENT TO TREATMENT FORM **COMPLETE NOW**	Completed - TEST 1234 - 3/30/20 at 1:46am ET

Install Zoom Support

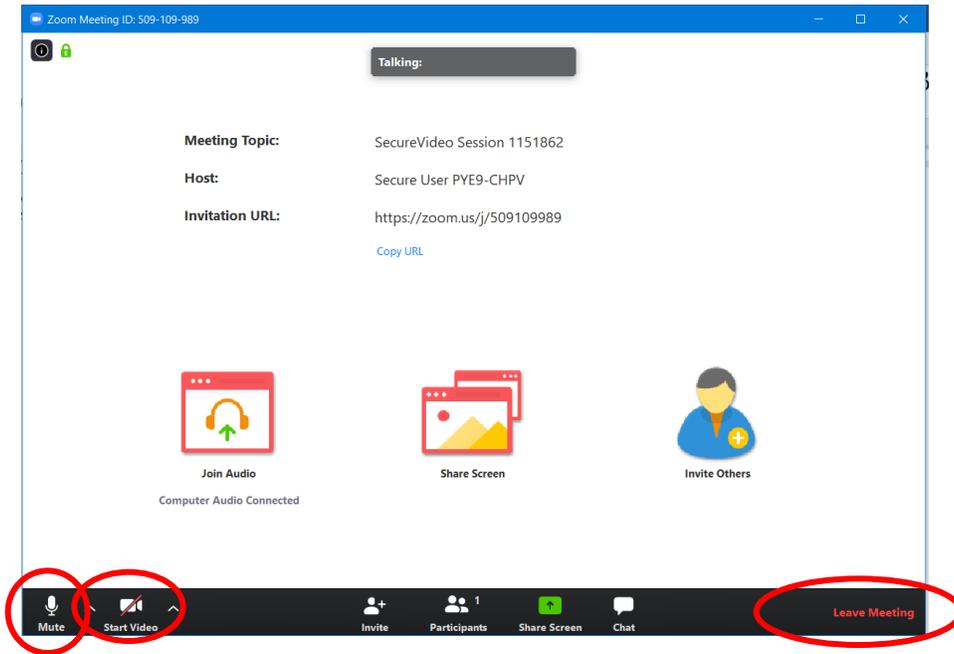
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9. The following boxes will appear. Select **Open Zoom**.



10. The video screen will pop up and the provider will be visible once they have entered the video conference (see next page).

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Once the video screen is up, please review the following:

- Ensure the **Microphone** symbol says Mute (this means the microphone is ON)
- Select **Start Video** to turn on your video camera
- **Share Screen** (only use this option if there is something the patient wants to show the provider on the patient's screen)
- **Leave Meeting** (patient will select this button on appointment has been completed)