

Virtual Visit using BlueJeans Patient Instructions

Thank you for allowing us to care for you virtually! We are using BlueJeans, a HIPAA-compliant online video and audio service that allows you to connect with your care team remotely.

You can use BlueJeans one of two ways:

- On a desktop or laptop computer with a webcam, microphone, and speakers

OR

- On a mobile device with an internet connection (iPhone, Android, tablet, etc.)
 - BlueJeans for iPhone: Requirements: iOS 11.0 and later
 - BlueJeans for Android: Requirements: Android 6.0 and later
 - If using a mobile device, please download the BlueJeans app prior to your scheduled appointment

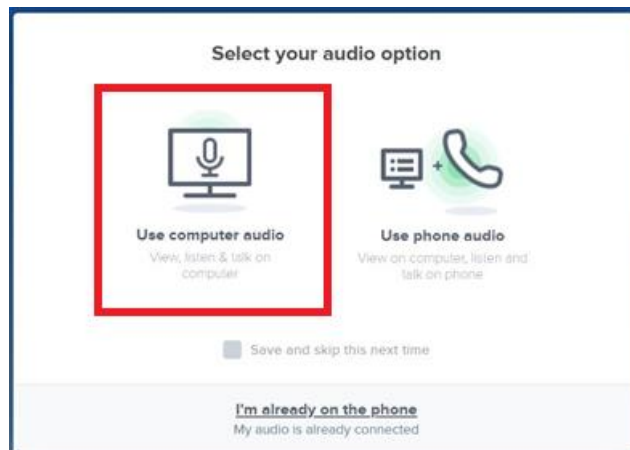
If you have trouble installing the app or connecting to BlueJeans, please visit support.bluejeans.com or call their support center at (408) 791-2830.

If you plan to use a computer or laptop, please see the instructions on pages 2-4 of this document.

If you plan to use a mobile device, please see the instructions on pages 5-9 of this document.

Prior to Your Appointment – Computer or Laptop

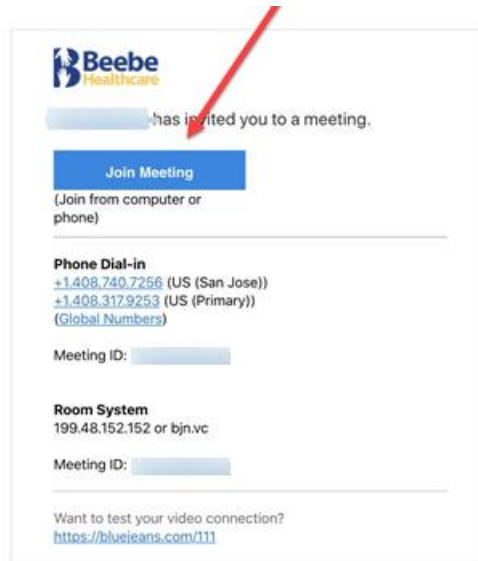
1. Using the computer you plan to use for your Telemedicine visit, go to www.bluejeans.com/111 to test your video connection. BlueJeans works best in Chrome, Firefox, and Safari web browsers. Internet Explorer is not recommended.
 - a. If prompted, allow BlueJeans access to your camera and microphone
 - b. When prompted, if you plan to use your computer microphone and speakers (recommended), select “Use computer audio”. If not, select “Use phone audio” and plan to call in separately during your visit.



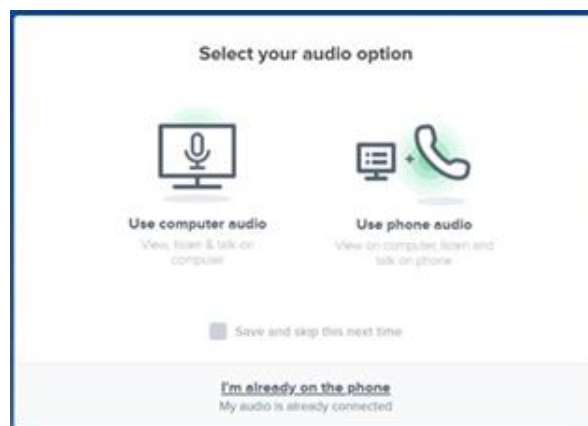
2. If you received an email with a link to your session, save the email. You will use that link to join your session on the day of your appointment.
3. If you did not receive an email, make sure your provider’s office staff gave you the unique meeting ID to your session. You will need that meeting ID to join your session on the day of your appointment.
4. If you did not receive an email or a meeting ID, please contact your provider’s office in advance to obtain the meeting ID.

At the time of Your Appointment – Computer or Laptop

1. If you received an email with a link to your session, click the *Join Meeting* link. It will automatically launch BlueJeans and you will be prompted to enter your session.

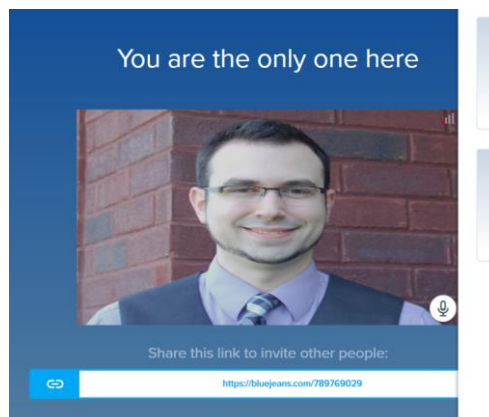


2. If prompted, allow BlueJeans access to your camera and microphone.
3. When prompted, if you plan to use your computer microphone and speakers (recommended), select “Use computer audio”. If not, select “Use phone audio” and call the phone number listed in the email you received.



At the time of Your Appointment – Computer or Laptop
(continued)

4. When you enter the video chat room, you should see yourself on the screen along with “You are the only one here”. You have successfully connected! Your provider’s office will join you shortly.



Prior to Your Appointment – Mobile Device

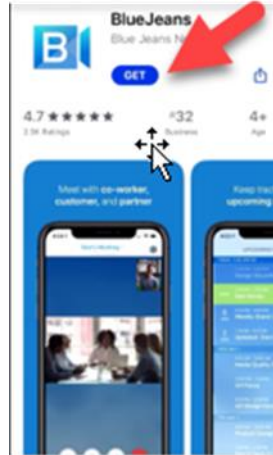
1. Download the BlueJeans app on your device by following Step 2 or Step 3 below, depending on your device. When complete, proceed to Step 4.

2. iPhone/iPad download and installation instructions:

a. Go to App Store



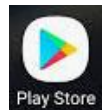
b. Search for *BlueJeans*, then click *Get*



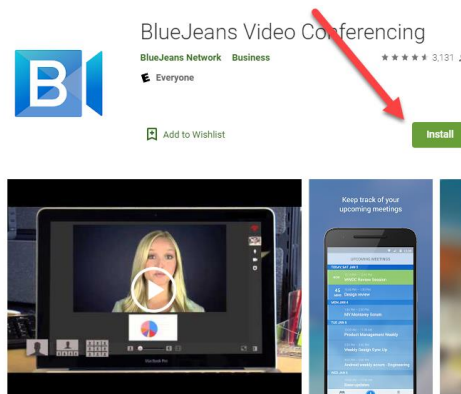
c. The app is now installed on your device and ready for your Telemedicine visit

3. Android download and installation instructions:

a. Go to Google Play Store



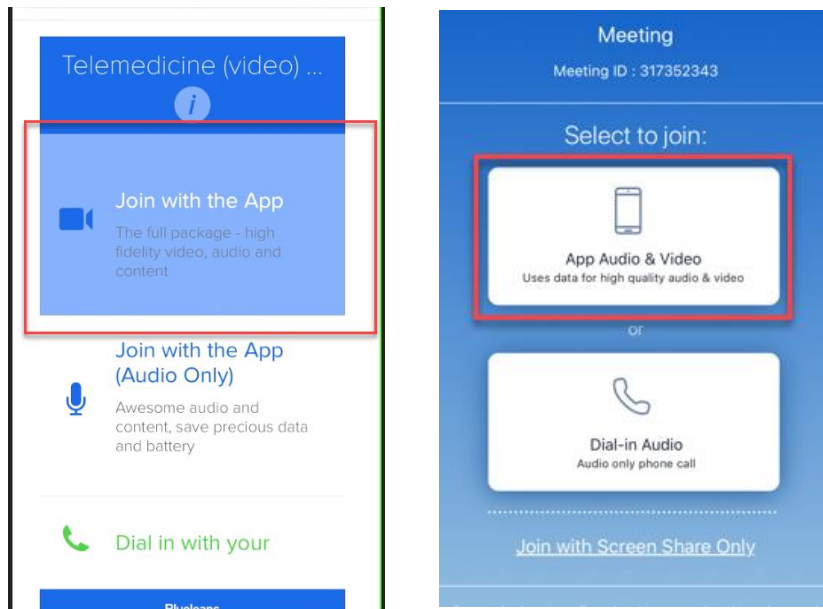
b. Search for *BlueJeans*, then click *Install*



c. The app is now installed on your device and ready for your Telemedicine visit

Prior to Your Appointment – Mobile Device
(continued)

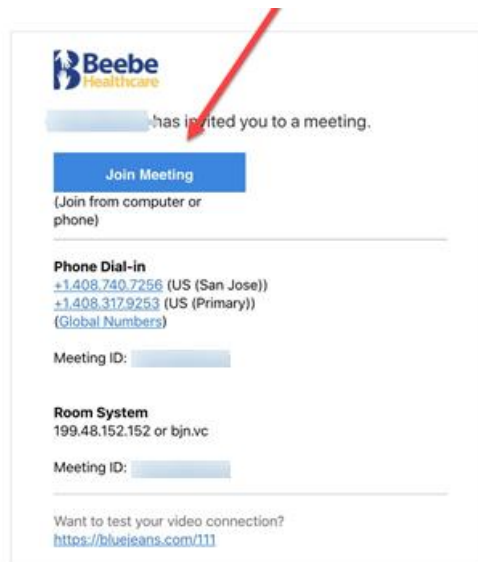
4. Using your mobile device, go to www.bluejeans.com/111 to test your video connection
 - a. If prompted, allow BlueJeans access to your camera and microphone
 - b. When prompted, select “Join with the App” or “App Audio & Video”



5. If you received an email with a link to your session, save the email. You will use that link to join your session on the day of your appointment.
6. If you did not receive an email, make sure your provider’s office staff gave you the unique meeting ID to your session. You will need that meeting ID to join your session on the day of your appointment.
7. If you did not receive an email or a meeting ID, please contact your provider’s office in advance to obtain the meeting ID.

At the time of Your Appointment – Using a Mobile Device

1. Connect to WiFi, if possible, to ensure a high-quality connection.
2. If you received an email with a link to your session, click the link. It will automatically launch the BlueJeans app and you will be prompted to enter your session.

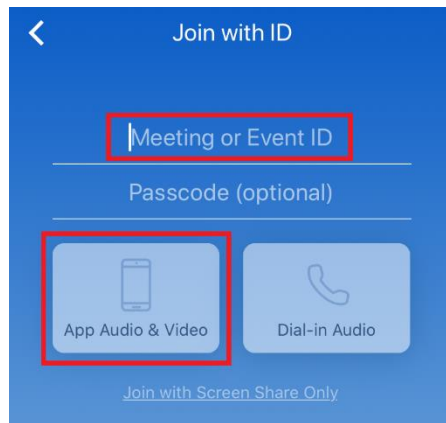


3. If you did not receive an email, open the BlueJeans app and click “Join a Meeting or Event”



At the time of Your Appointment – Using a Mobile Device
(continued)

4. Enter the meeting ID (if it doesn't automatically populate) and select "App Audio & Video".



5. If prompted, ensure both your microphone and video are turned on. Click *Join Meeting*.



At the time of Your Appointment – Using a Mobile Device
(continued)

6. When you enter the video chat room, you should see yourself on the screen along with “You are the only one here”. You have successfully connected! Your provider’s office will join you shortly.

