

**Virtual Care Tips**

If your doctor feels you will need a videoconference appointment, you will receive an email from “OTN” with instructions to follow. Please be patient as your doctor may run behind schedule.

In preparation for an upcoming video call:  
  
**10 minutes before the appointment**

* log onto to a computer, phone or tablet (computer is preferable) with the camera, microphone and speaker turned ON
* If using a phone or tablet, you will need to install the “Pexip Infinity Connect” app (follow the links in the email you received from OTN)
  + Once you have downloaded the app, you will need to go back to your email and follow the steps below at the time of your appointment
* download Google Chrome onto your device, if not already done
* ensure you have a secure internet connection - wifi is preferred
* the audio is better if you have a head phone attached to your device

**At the time of your appointment**

* click the  button in your email
* enter your name as instructed in the OTN window that opens and press connect
* if your doctor is not yet connected, please wait on the video screen

**To share photos**

* you can take photos with your phone and save them to your computer
* at the bottom of your video screen, click the  button
* then follow the instructions to choose the photos you wish to share from your files