

# Webex for patient/clients

St John of God Health Care is now using Telehealth to connect you to your health care provider (Doctor, Allied Health caregiver or Specialist Nurse) without the need for a face-to-face appointment. The platform used for your Telehealth appointment is called Webex.

## How will I know about my Telehealth appointment?


After your individual needs have been assessed by your health care team, and you have chosen Telehealth as your option, you will then receive an email confirming your Webex appointment. The email will include what you'll need for the appointment and how to join.

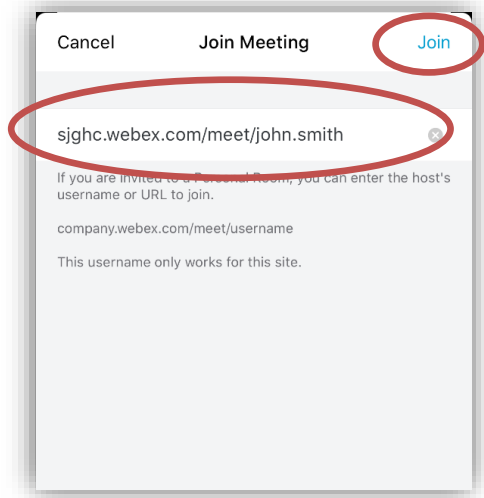
## What will I need?



- 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 so the doctor or nurse can see you
- A quiet space to reduce distractions
- **Optional** : Headphones that connect to your device for clear audio and to protect your privacy

# Joining a Webex Telehealth Appointment

## Join from your mobile phone or tablet

1. Download the Cisco Webex Meetings app  from the Google Play Store or Apple App Store
2. 5 minutes before your appointment, type the Webex Meeting URL included in your appointment email into the 'Join Meeting' option and press the blue 'join' button
3. Enter your name and your email address if requested.



4. Tap the audio  and video  icon to turn on the audio and video functions for your appointment. (Please note when the audio and video icons are red, it means they're turned off).

Note you will now be directed to a Telehealth waiting room, remain waiting. The clinician will start the appointment as scheduled by authorising your entry.

If you need help connecting your audio or video, you will be able to message the clinical staff in the chat window.

## Join from your computer

1. Select the link in your email invitation.


ugh an online platform called Webex Meetings.

on your computer or phone/tablet via this Webex URL <https://sjghc.webex.com/meet/john.smith>. The attached guide  
n for you prior to your meeting.

orward the Webex URL to their email address so they can join too.

2. Your web browser will open a web page which will show your meeting information.
3. Enter your information (name and email address).

### Enter your information

4. Test your audio and video with the microphone and video icons



5. Click Join Meeting.

**Join meeting**

Note you will now be directed to a telehealth waiting room, remain waiting. The clinician will start the appointment as scheduled by authorising your entry.

# Webex Troubleshooting

1. How do I test a Webex Meeting prior to my appointment?
2. [Problems getting connected to a meeting](#)
3. [Problems during the meeting with sounds or video](#)

## 1. How do I test a Webex Meeting prior to my appointment

Follow the link <https://www.webex.com/test-meeting.html> - you'll need your email address to go ahead with the test, which will mirror an appointment environment (Note: you are the only participant in your test appointment). Be sure to take note of the following:

- Is there anything blocking my phone or computer's camera
- Does the lighting in my room ensure that I can be seen clearly on the video (windows that are behind you can often shadow your face on the screen)
- Can I reduce background noise (e.g. close windows if the traffic is loud)

## 2. Problems joining my meeting

*For some reason the Webex URL won't open*

Please copy and paste the Webex URL link into an internet browser( example: Google Chrome or Internet Explorer), it may take a few minutes to download.

*How can I find the URL link to start the meeting?*

The link will be included in the email that you receiving confirming your appointment.

*I'm using my phone, but I can't open the meeting without downloading the app?*

You will need to download the Webex Meeting application. If you can't or don't want to download the application you will need to join the meeting with a laptop or computer.

### 3. Problems during the meeting with sounds or video

#### ***They can't hear me?***

- Make sure the microphone on your PC is not muted (bottom right of your toolbar)
- Ensure you are not muted in the WebEx meeting (the microphone icon will be red)

#### ***I can't hear them?***

- Make sure you have your volume turned up and on
- Make sure you have 'sound' on your device, if not you may want to try using headphones

#### ***They can't see me?***

- Ensure your video is not off in the meeting (the video icon will be red)
- Do you have a camera on your device and is it not blocked by something? If you have been on a previous video call before the meeting you need to make sure to shut that call down so Webex can take over the camera
- Sometimes if the server is too busy, the software will remove the video to preserve the meeting. When this happens, you will only hear them via audio

#### ***I'm getting an error about my microphone or speakers not connecting?***

- Quit the meeting and re-start
- Reboot your PC

#### ***There is a screeching echoing noise***

- Turn off all other microphones and shut down any other applications which may be using a microphone or speakers

#### ***The video quality is poor or keeps dropping out***

- You may need to continue the meeting without the video by turning it off by pressing the red video button