

22 Nov

2019

Quick guide to video appointments

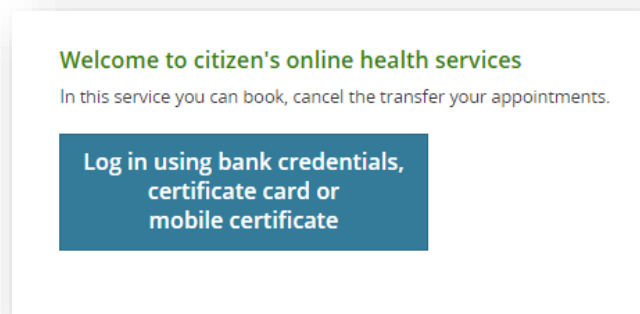
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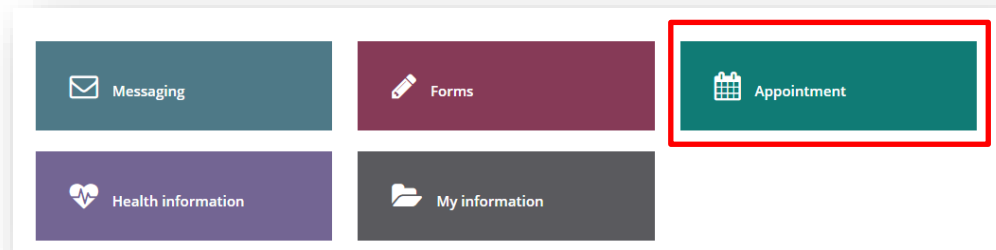
We recommend that you use Mozilla Firefox or Google Chrome as your browser to get the best possible user experience. If you use Chrome, please ensure that third-party cookies are enabled in the settings (please see the detailed instructions in section 4). To access a video appointment, you need a device that includes a camera and a microphone.

1 Sign in to the citizen's online health service as an Espoo resident

- Sign in at <https://espoo.terveytesi.fi/>.
- Select a method of authentication. You may, for example, use your online banking credentials or mobile authentication.

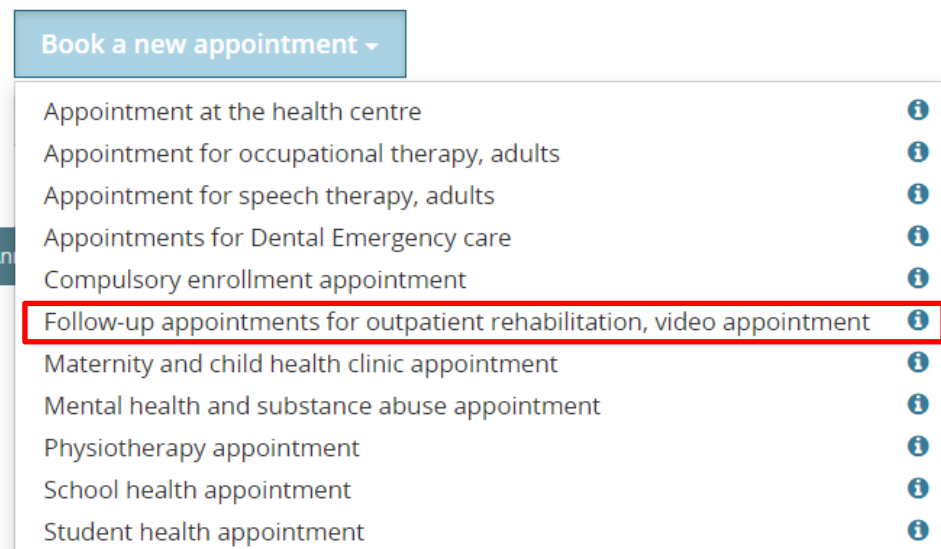


- After authentication, you will be taken to the front page of the service where the different sections of the service are listed. Click on the button "**Appointment**".



2 Booking a video appointment for outpatient rehabilitation

Appointments



- You have agreed with your therapist that your next appointment will be a video appointment.
- Click “Book a new appointment” and then select “Follow-up appointments for outpatient rehabilitation, video appointment” in the menu that appears.
- Next, use the drop-down menus to select:
 - o The person for whom you are booking the appointment
 - o Type of therapy: physiotherapy, occupational therapy for adults, speech therapy for adults
 - o Appointment type: Video appointment, for occupational therapy/ physiotherapy/ speech therapy, follow-up appointments
 - o Place: Select the place where you met your therapist
 - o Appointment with: Select the specific therapist with whom you agreed to have a video appointment.

Follow-up appointments for outpatient rehabilitation, video appointment

You can only book a video appointment if you agreed on it with your therapist during your previous appointment.

Manage information for the following person:

Reception type

Select

- Select
- Video appointment, for occupational therapy, follow-up appointments for adults
- Video appointment, for physiotherapist, follow-up appointments
- Video appointment, for speech therapy, follow-up appointments for adults

- Available appointments are shown in green in the calendar on the right-hand side of the page.



- Click on a green square in the calendar. You will then see the available appointment times at the bottom of the page. Select the date and time that you agreed on with your therapist during your previous appointment.
- We recommend that you check whether your device supports video appointments by clicking on “**Test connection**”. Some devices may require the user to install an application to attend video appointments. Further information is available in section 4.
- You can also cancel your appointment at this point by clicking “**Change Appointment**”.
- If you need to book a new appointment, please contact the centralised appointment booking number for outpatient rehabilitation, tel. 09 816 36000 (8:30–13:00).


3 How to join a video appointment

You can join your video appointment 5 minutes before it begins. Do this by signing in to the citizen’s online health service. **Please join your video appointment on time. If you are more than 10 minutes late, your therapist will call you.**

You can see your upcoming appointments under “Appointments”. If your appointment is a video appointment, it is marked with a video camera icon and the place is “**Video appointment**”.

Appointments

Book a new appointment ▾

Attendee	Reservation	Place	Time	
	Fysioterapeutti	 Video appointment Test connection Join video appointment	14.11.2019 14:30 - 14:59	Change Appointment

Button for connecting to visit enabled 5 minutes before the meeting.

- Join the appointment by clicking the button “**Join video appointment**”.
- Some devices may require the user to install an application or a browser extension/add-on to be able to attend video appointments. Further instructions are available in section 4.

When you join a video appointment, the screen below will open automatically and you will see your therapist on the screen. Your own image will be in the upper corner of the screen.

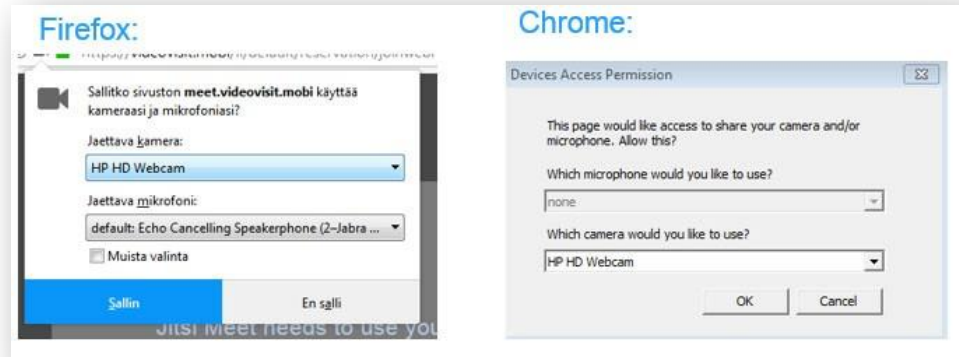
After your appointment, click the red telephone in the upper left corner to end the video appointment.



4 How to install and use the application

Video appointment on a computer

We recommend that you use Google Chrome or Mozilla Firefox as your browser. Different browsers display the video call differently. The service will ask you for permission to access your microphone and camera. You need to allow this to use the service.



4.1 Chrome and cookies

If you use Google Chrome as your browser, please check your settings to make sure that third-party cookies are enabled. If they are not enabled, the video appointment will not work. You can enable third-party cookies in Chrome by following the instructions below.

- a) Select "Settings", then "Privacy and security" and then "Site settings".
- b) Then select "Cookies and site data" and you will see a setting "Block third-party cookies". Turn this option off to enable cookies.

4.2 Video appointment on a tablet or smartphone

When you use your tablet or smartphone to access a video appointment for the first time, you will most likely need to install a free application called **VideoVisit Live Meet**. Instructions on how to install and launch the application are available in Finnish and Swedish on this website: <https://info.videovisit.mobi/vv-live/vv-meet/vv-meet-mobiili>.

4.3 What to do if there is a problem

If you encounter technical problems in spite of the instructions above, please contact Espoo Customer Service by email (info@espoo.fi) or by phone (tel. **09 816 34300**). Espoo Customer Service is open on weekdays from 8:30 to 16:00.