Scheduling:

1. Discuss connection plan for the visit (see options below).
2. Discuss any labs/orders that need to be completed prior to visit, and schedule.
3. Schedule the visit using the correct VTC appointment type for your organization.

Connecting on Day of Visit:

1. Call Provider clinic by phone when patient arrives and has been checked in.
2. Confirm connection plan.
   A. Tell Provider clinic where to call (name of Vidyo user or device you are joining from)
   B. If your clinic does not have ANY Vidyo access, you will need to request that the VPR link be sent to you via AFHCAN, and confirm your ability to connect as a guest through the web.
3. Turn on/Log in to the Vidyo system or account.
4. When the Vidyo call comes through click “Answer”

Please Contact Your Local AV/IT for Support and Troubleshooting