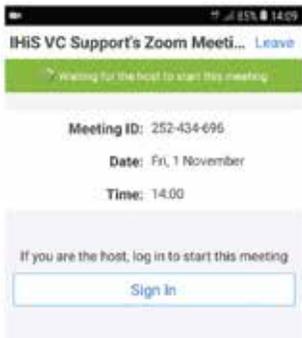5. If you see the following screen instead, it means your healthcare provider has not connected yet. Kindly wait for him or her.

6. To leave or end your VC session, please tap on "Leave" as shown below.

7. If you are not able to connect to the VC session, or are delayed from joining the session due to any reason, please contact your healthcare provider.

Basic Video Consultation (VC) Functions

Tips for a Good Video Consultation (VC) Session

1. Avoid typing on your keyboard (if you are using a PC or laptop), turn off all music/sounds, and use a room with no or minimal background noise. Using a headphone or earpiece with a microphone with your PC/laptop or tablet/smartphone will be even better.

2. If you cannot hear your healthcare provider clearly, check whether your PC/laptop/tablet/smartphone (or headphone/earpiece) volume is too low.

3. Ensure that you are in a room with good lighting, especially on your face. Ensure that you are not under a shadow or having any lights shining from behind you (i.e. no backlighting). If your room is dark, it is recommended to use a lamp to light up your face (but not shining into your eyes).

4. If you are using a tablet/smartphone for the VC session, it is recommended to use a stand to hold it up, or prop it up with something, so that your hands are free.

5. If a stable Wi-Fi connection is available (e.g. using your home Wi-Fi), it may be better than using 4G connection. It also helps to conserve your mobile data subscription.
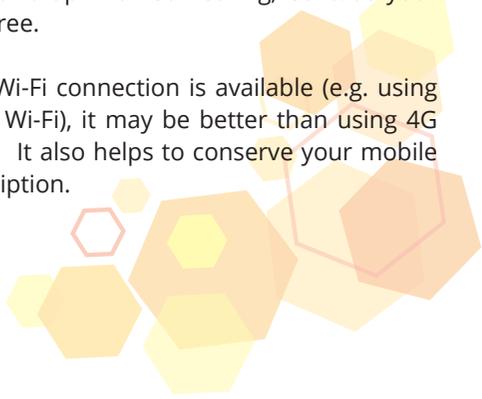
Smart Health
Video
Consultation

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Attending a Video Consultation (VC) Session on Your Computer (PC or Laptop)

If you received your Video Consultation (VC) eAppointment link via email:

1. Click on the eAppointment link in your email in the computer.

2. For first time users, the system will prompt you to run the VC application (called *Zoom*). For returning users who have already installed the application before, you may proceed straightaway to Step 4.

3. If this is the first time you are using the VC application (*Zoom*), click "Run" and wait while the system installs the application.
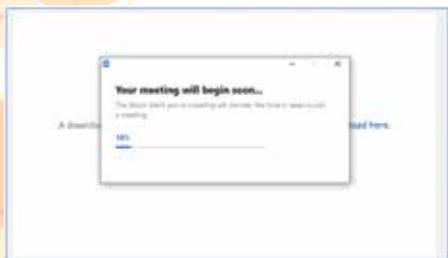
4. If your healthcare provider has sent you a password for the meeting, please enter it when prompted, and you will be connected to the VC session. Otherwise, you will be connected to the VC session directly.
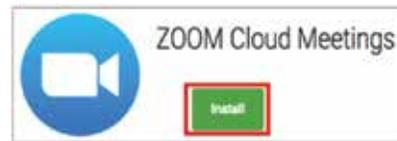

Attending a Video Consultation (VC) Session on Your Mobile Device (Tablet or Smartphone)

1. Prior to using Video Consultation (VC) for the first time, please download and install the free *Zoom* app from Google Play (for Android devices) or Apple AppStore (for Apple devices).

   Search for "Zoom Cloud Meetings" and tap on "Install".

2. Start the *Zoom* app by tapping on the icon on your mobile device.

   The *Zoom* app will launch as shown below.

3. Now open your VC appointment email in your mobile device. Tap on the eAppointment link under "Join Zoom Meeting" as shown below. Choose the *Zoom* app if it prompts you.

   If the *Zoom* app does not launch when you tap on the eAppoinment link, please confirm that Steps 1 and 2 (installing and launching the app) have been done correctly.

4. The *Zoom* app will ask for your permission to access your microphone, camera and storage. Please tap on "Got it" or "Allow". If your healthcare provider has sent you a password for the meeting, please enter it when prompted, and you will be connected to the VC session. Otherwise, you will be connected to the VC session directly.