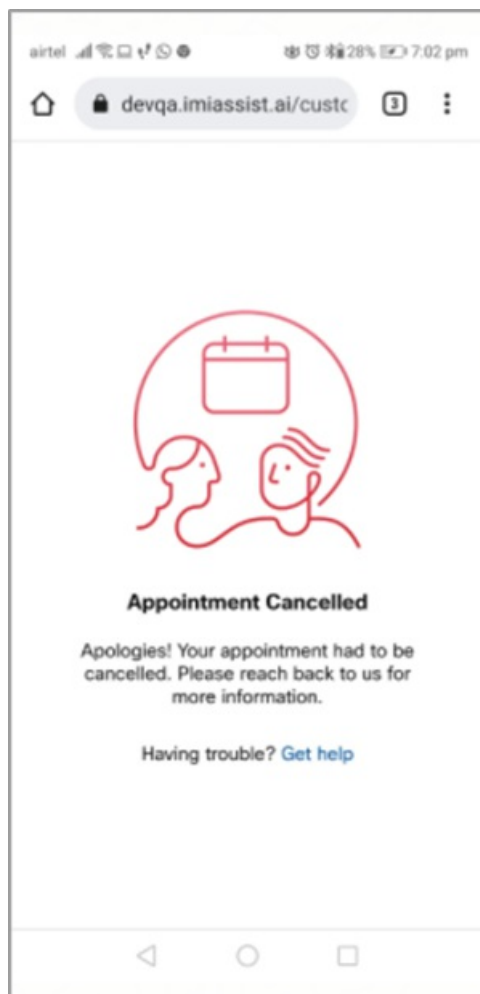


FAQs

Last Modified on 02/07/2022 4:29 am EST

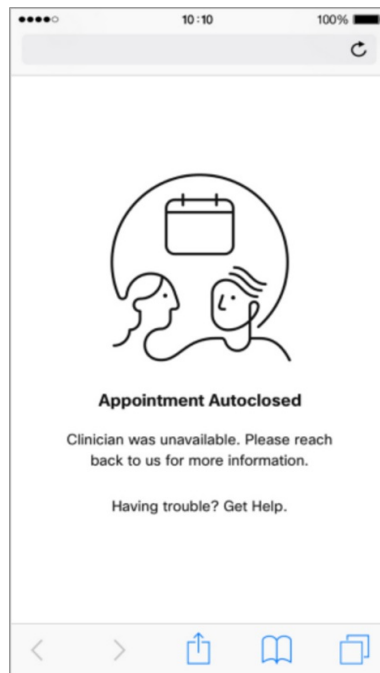
My appointment was cancelled

If your appointment has been cancelled, a page saying "Appointment Cancelled" will be shown. For support, reach out to the phone number provided in your appointment letter.



My appointment was auto-closed

Your appointment is auto-closed when your clinician has missed the appointment. For support, reach out to the phone number provided in your appointment letter.



Still facing an issue?

Most of the call issues can be fixed by doing the following:

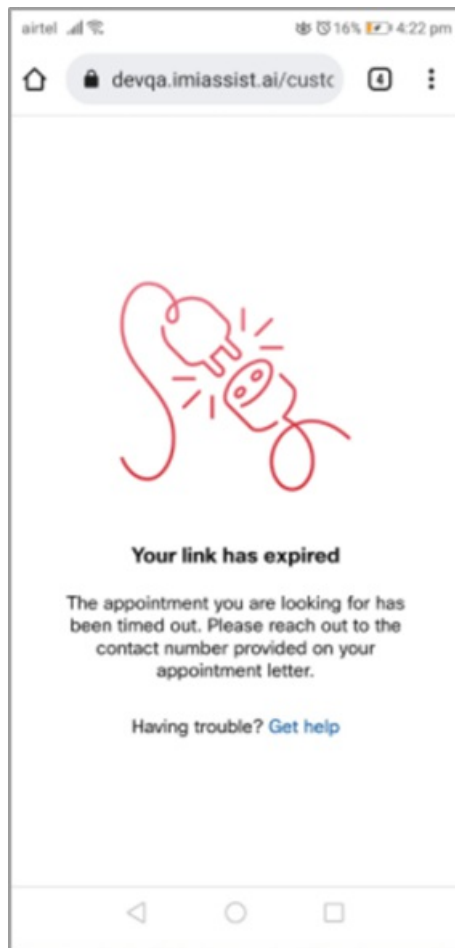
- Close your browser and rejoin the appointment from a supported browser.
- Change your device
- For support, reach out to the phone number provided in your appointment letter.

My appointment was marked DNA

The appointment status is marked as DNA (did not attend) when patient has missed the appointment.

Appointment link expired

If your appointment link has expired, call the number or send an email to the contact information displayed on your screen.



I received an appointment invite link

Patient can join the appointment once he or she receives the appointment invite link through SMS/email. Make sure you join the appointment immediately after receiving the invite as the clinician would be waiting for you to join the video call.

What happens to my video recording?

Should your video consultation be recorded, the recording, any snapshots, annotations or notes, will be stored and used in line with your hospital's patient healthcare record policy. If you have any questions, please contact the hospital directly.

Is eClinic secure and private?

Your video consultation takes place under the same principles as if you had seen the clinician face to face, your privacy and dignity will be respected at all times. The clinician will be in a quiet, private room and we would ask that you also ensure you are in a quiet, private safe to ensure your confidentiality.

During the video consultation, all data such as Video and Audio is secure and encrypted and complies with the hospital's Information Governance and IT Security protocols.

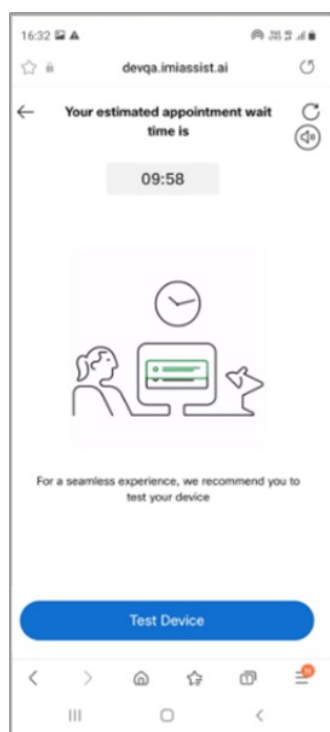
Do I get a prescription after the appointment?

Should a prescription be required following your video consultation, the clinician will arrange for this to be sent to the hospital pharmacy, who will let you know when it is ready for collection, or they will write to your GP who will arrange a new prescription for you in their usual way. Please check with the clinician during your video consultation which method will be used.

Why am I in a waiting room?

The waiting room is a temporary waiting area for patients, where you can wait for the Clinician to join the video appointment. Whilst in the waiting room, you can test your device and see approximately how much time there still is before the appointment begins.

The waiting room is active only a certain time before the appointment begins. You may receive a text message or email informing when the waiting room is available and asking you to enter the waiting room.



Can I close/minimize my browser while at waiting room?

It is recommended to stay on the waiting room page until the Clinician joins the call. However, you can choose to close/minimize the browser and come back at the time of your appointment. If you have closed the browser, you can simply click on the appointment invitation link again to rejoin.

Screen showing me Waiting room active

Waiting room can only be opened in one browser at a time, to resolve this close the current/previous browser and refresh your browser.

Timer not working on my waiting room

The timer on the waiting room is approximate and dependent on your scheduled appointment time. If the Clinician is delayed, the timer is auto adjusted. If you do not see the timer ticking, please refresh the browser or close the browser and rejoin using the invitation link.

Can I take a regular incoming call while the video call is happening?

Whilst on a video call you can still receive incoming phone calls. However, during your consultation we request you ignore or reject the non-urgent incoming call to your mobile.

If the call appears urgent, please inform the clinician before answering the call.

When you answer the regular incoming call, the video appointment gets paused for a while. If the phone call ends within a minute, or if you disconnect the phone call, the video call would resume as it is on the same browser.

In any case, if the call does not automatically reconnect, you could perform one of the following:

- Refresh the video call browser tab.

OR

- Close the browser and try to join the call again by clicking on the link.

My video stopped while accessing chat?

While on a video call appointment, if the video is stopped while using chat feature you can refresh the page, the video call would automatically resume. This issue is currently observed on IOS 14 version/Apple Hardware.

My video stopped while Clinician ends screenshare?

While on a video call appointment, if the video stops while the clinician ends the screen share. The patient must re-join the session to resume the video call appointment. This issue is currently observed on iOS/Apple hardware.

Can I still join the appointment if I am late?

Yes, you can still attend the appointment if you are somewhat late. But It is advisable to inform the hospital/doctor regarding the same.

I have missed my appointment.

You need to be logged into the patient application a couple of minutes before your appointment so you're ready to join the appointment when it starts. If you miss your appointment you will be marked as a "Did Not Attend (DNA)".

Where is my health information stored and used for?

During the video consultation, all the data captured such as Video and Audio is secured and encrypted and complies

with the hospitals Information Governance and IT Security protocols. The data captured is used for further investigation if more consultation is needed.

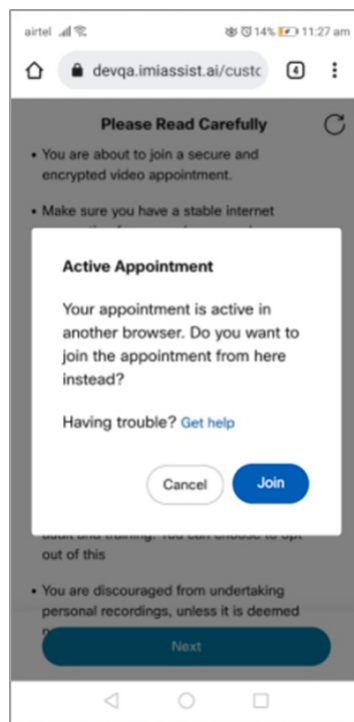
Known Issues (IOS)

IOS 15 Issues

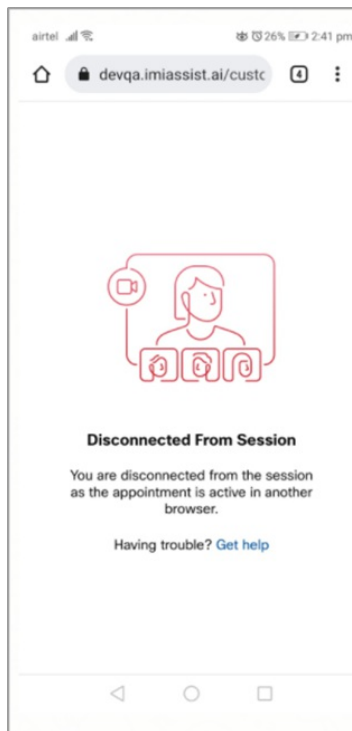
1. If you hear feeble voice from other participants while on a call, please connect to headphones.
2. If you hear stuttered audio on receiving a phone call during video call on eClinic app, please notify the host.
3. If you use Siri on your iPhones while on an eClinic video call may experience audio issues, please notify the host.
4. If you are joining from Safari, then you might not be able to view the video of the participants who are on Mozilla Firefox, in such scenario please reach out to the host.
5. If you are on Safari, your video may appear rotated when switching from chat window to call or if the application is backgrounded. If this happens, please tilt the phone to get the orientation fixed.

I got disconnected from the call?

You will receive the following notification if the appointment is active on another browser, asking if you want to join from the current browser. If you choose to proceed in a new browser/tab, you will be disconnected from the older browser session.




When you are disconnected from an earlier browser, the following notification is shown, informing you that your session has been terminated as the appointment is active in another browser.

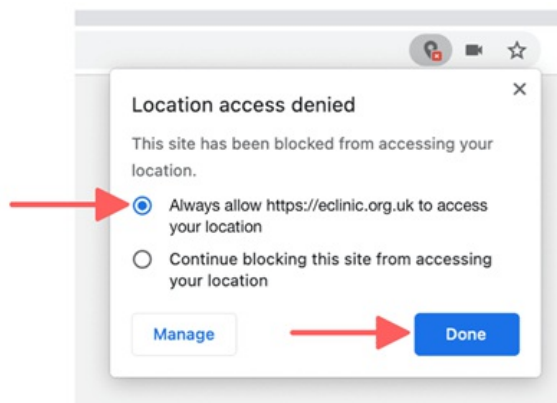


If you are unable to connect to the call, try reconnecting with the link or calling the phone number listed in your appointment letter.

Unable to access location?

If the browser lacks location permission, please follow the below steps to configure the settings to enable location services:

1. Click  location icon on the browser
2. Choose "**Always allow**" and click **Done**



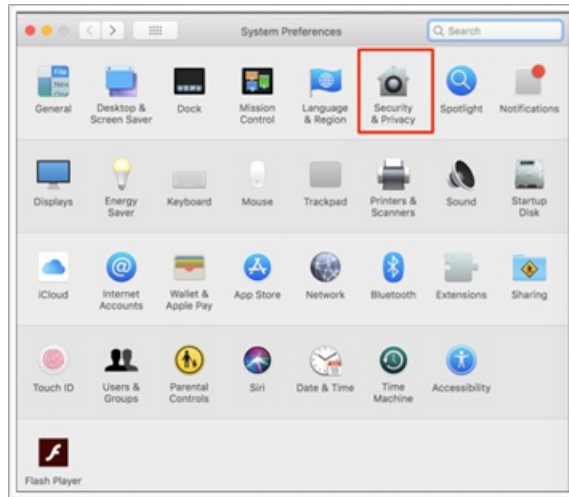
3. Refresh the page



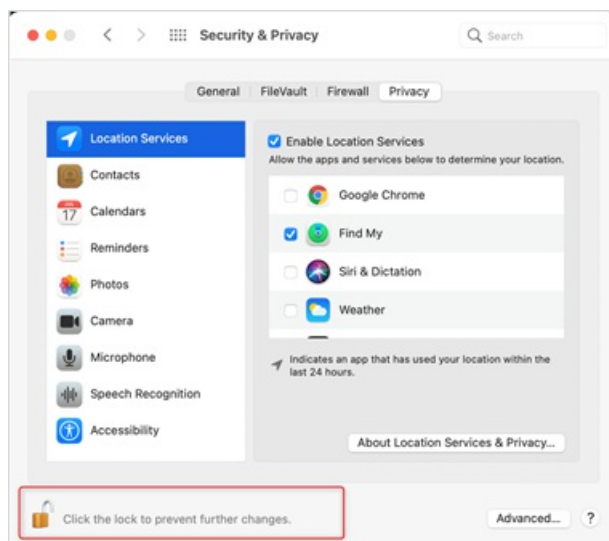
If you are still unable to access the location, please check your **Security & Privacy Settings** in **System Preference**.

Please follow the below steps to enable location settings from system preference:

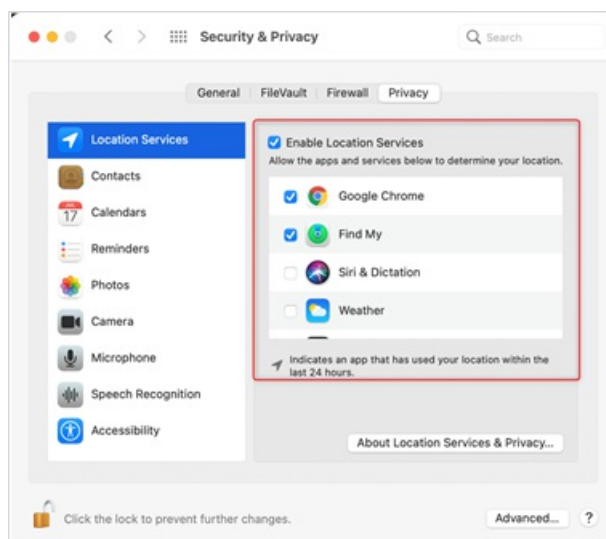
1. Open **System Preference > Security & Privacy** settings



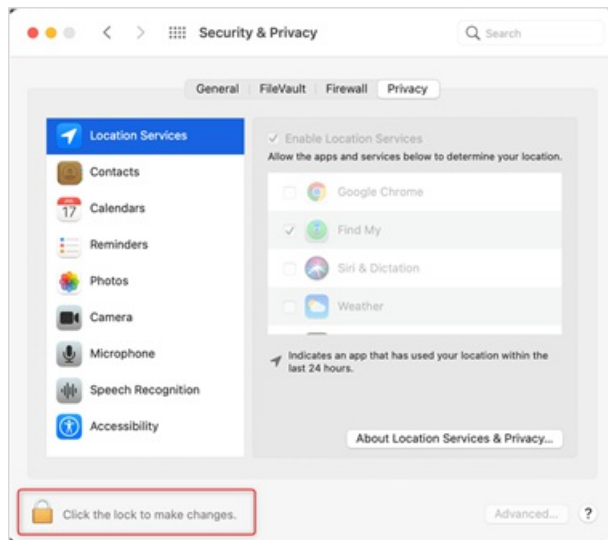
2. Click the **lock** icon and unlock to make the changes



3. Under "**Location Services**" section, click the box next to the browser you're using to allow it



4. Click the  **lock** to apply the changes



5. Reopen the browser to view the applied changes
