

Telus Virtual Visits (Patient Guide)

1. When your provider has scheduled a virtual visit appointment with you, you will receive an email that includes all the appointment details. Please note: you will only receive an email 48 hours before your appointment date.

Twin PSS, you have a virtual visit scheduled with your healthcare provider:

Wednesday, July 15th at 11:40 AM EDT

A few minutes before your appointment, click the button below to attend the virtual visit. You'll be asked to give access to your camera and microphone, so your healthcare provider can see you and speak with you. Click [here](#) for complete instructions and to see the supported browsers.

Attend your virtual visit

To avoid last minute issues, we recommend you test your connection now.

Test your connection

If you are unable to connect, try a different device or browser. For additional help, please call 1-855-252-2632. If you still can't connect, please contact your clinic immediately to inform them you won't be able to join the virtual visit.

Please do not **reply** to this email, as your response will not be received. Please call your clinic if you have questions about your appointment, or if you need to cancel or reschedule. If you need urgent attention, please call 9-1-1 or go to the nearest emergency department.



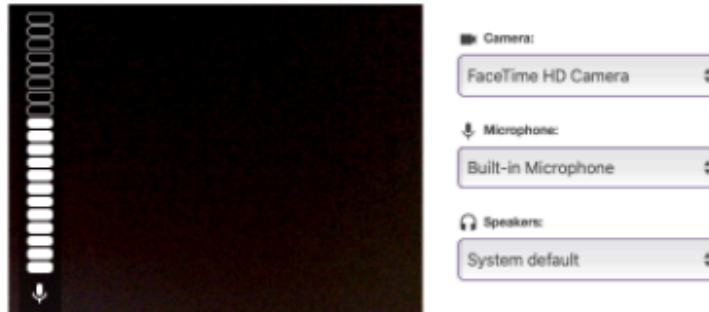
2. Before your appointment begins, please test your connection (purple button above) to ensure that your webcam and microphone work.
3. When it is time for your appointment, go back to the email you received and select attend your virtual visit (green button above) to connect.

4. Test your connection one more time, and then select Join Virtual Visit



You are about to join a virtual visit with your healthcare provider. Please choose your camera and audio, and select 'Join virtual visit', when ready. By joining the virtual visit you agree to the [terms of use](#).

Join virtual visit



5. If your provider has not yet joined, you will see a message indicating that you are waiting for the healthcare provider to join the visit. Once the provider joins, you will be connected automatically.