

Telehealth/Telemedicine/E-Visit Services

1. Read and sign *Natalis Informed Consent for Online Services* form and return to provider or clinic prior to services being rendered.
2. Sign up and install VSee messenger by going to <https://vsee.com>. To use this service, you must have a computer with video and audio capability, as well as stable internet connection.
3. After installation, look for the VSee icon to open program.

Adding Contacts on VSee Messenger

IMPORTANT You will need to know your contact's email address they used when they signed up for VSee messenger.

1. Log onto VSee program with username (email) and password.
2. Locate the magnifying glass icon for the search bar to 'Search or Add Contacts'.
3. In the text field of 'Search or Add Contacts', enter in the contact's full email address and click the shaded blue box that reads 'Find this person'.
4. After successful search, the contact should now appear and you should be able to confirm the name and email of the contact.
5. Click 'Add', to add the contact to your list of contacts.
6. Close search by clicking the **X** in the search bar. This will bring you back to your VSee messenger home page.

How to use VSee Messenger

1. On VSee messenger home page, each contact shows a colored circle before the contacts name:
 - a. White – contact is not signed in
 - b. Green – contact is signed in and available
 - c. Red – contact is signed in and unavailable
2. Locate the contact and hover your mouse over the contact's name.
3. Two icons will appear to the right of the contacts name, a message bubble and a video camcorder.
4. To Chat: click on the message bubble.
 - a. A new window will appear to allow for chatting between users.
 - b. Note: Chatting is not permissible for psychotherapy sessions via telehealth and should only be used minimally for session.
5. To Video Chat: click on the video camcorder.
 - a. Two windows will appear on screen. One will display your camera and another screen will indicate you are calling the contact.
 - b. Once contact has accepted your video chat, the window indicating you are calling will close and a new window will open to display the contact.
 - c. Camera and audio troubleshooting can be found by clicking on the *Settings* icon on VSee messenger home page, under 'Audio and Camera set up...'