Waypoint
CENTRE *for* MENTAL HEALTH CARE
CENTRE *de* SOINS *de* SANTÉ MENTALE

Advancing Understanding.
Improving Lives.

Avancer la compréhension.
Améliorer la vie.

otn.

About eVisits

The healthcare provider arranging the eVisit will send you an email invitation, and might give you a Personal Identification Number (PIN). **Check your system or device ahead of time.** For personal computers, use **Google Chrome**. For mobile devices, download and install the app (Pexip Infinity Connect) before your appointment. Click the **test your device** link in the email invitation to verify your internet connection, and check your device for video readiness. When the time comes for your appointment, click the **Start eVisit** link. A video window will open on your computer or device, you'll be asked to enter your name (and, if needed, the PIN you were given), and then your personal, private connection will begin.

There is no cost for an OTN eVisit—we will never ask for credit card or banking information.

Technical Eligibility Checklist

✓	Stable internet connection (minimum 5mbps download & 1mbps upload)
✓	Device for video calls: - PC, laptop, or Mac computer with camera, microphone, and speaker (or headphones) with **Google Chrome** - iPhone or iPad - Android smartphone or tablet
✓	Email address and access to emails

Privacy & Security

Just like an in-office healthcare appointment, your eVisit will be private and confidential. It can only be seen and heard by you and your healthcare provider, and it cannot be recorded. Your health information will be private. You can choose to end the eVisit at anytime.

Have questions?
Go to: otn.ca/video-evisit-help
Email: telemedicine@waypointcentre.ca

Tips for having a successful OTN appointment:

• Be mindful of audio delays
• Be prepared with the right equipment (e.g. webcam, speaker, microphone, strong internet connection)
• Consider headphones to limit feedback with some solutions
• Consider whether others in the background can hear the discussion
• Ensure your environment is well lit
• Position yourself and your camera accurately
• Reduce background noise, including tapping, rustling papers, and side conversations
• Speak clearly and naturally

Technical Resources

How much data does an average appointment use?

On average, a video visit uses 400 – 500 MB for a 15 minute videoconference.
The minimum required bandwidth is 768k, but a videoconference can use up to 1 Mbps **per call** – in both directions (upstream and downstream). If your bandwidth is low, calls will either be lowered in quality or may not work at all.

How can I improve the quality of my wireless connection?

Plug in! If possible, try hard-wiring your device directly to your network. If this isn't possible here are some ways to increase your wireless connectivity:
• You can test your bandwidth. Open a browser and go to speedsmart.net, fast.com, or speedtest.net.
• Turn off, or distance yourself from, other devices or appliances around you that may diminish your wireless signal strength such as a microwave, cordless phone or wireless camera
• Move closer to your internet router
• Try moving to another location with a stronger signal or less interference
• Reboot your router or call your internet supplier
If these solutions don't resolve your issues, please contact us for instructions on how to change your settings.

What if I have difficulties prior to or during the call? Who to contact?
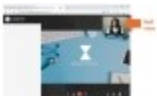
To cancel/reschedule your appointment or if you have questions about your care, **contact your health care provider**. To protect your privacy, Ontario Health (OTN) does not include this information in an email.

If you have questions **about how to prepare for or connect to your appointment**, contact Ontario Health (OTN) Technical Support at **1-855-654-0888**.
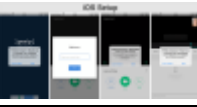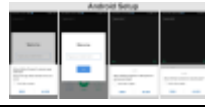Note: If you call for support, please use a different phone than the device you use for the videoconference app.

Minimum Technical Requirements			
Personal Computer		Mobile Devices	
Windows	Mac	iOS	Android
OTNinvite (via email for guests/patients)	Windows 10+	Mac OS X 10.11+	Pexip Infinity Connect (**iOS 10+**)	Pexip Infinity Connect (**Android 7+**)

How to Join Your eVisit From a Personal Computer

Equipment	PC or Mac computer with webcam, speakers, and microphone. See detailed requirements for PC/ Windows or Mac.
Browser	Chrome ⬀
Test before the appointment	Test your internet connection using speedsmart.net ⬀ or fast.com ⬀ (minimum speed: download 5 Mbps; upload 0.77 Mbps). Run a self test: 1. Open your email invitation and click **Test your device** link. (Look for an email with the subject "*Video eVisit Invitation - Event ID*" from sender "*do-not-reply-otninvite@otn.ca*"). 2. Click **Test** in the **Self Test** section. 3. Enter your name > click **CONNECT** . 4. Check your microphone, camera, and audio output settings and then click **START** . 5. Enter the **PIN** given to you by the organizer (if provided) and click **CONNECT** . 6. If the call is successful, a "*waiting for the host*" screen appears with your self view.
On the day of the appointment	1. Open your email invitation. (Look for an email with the subject "*Video eVisit Invitation - Event ID*" from sender "*do-not-reply-otninvite@otn.ca*"). 2. Click **Start eVisit** using **Chrome**. 3. Enter your name > click **CONNECT** > click **START** . 4. Enter the **PIN** given to you by the organizer (if provided) and click **CONNECT** . 5. If you join first, a "*waiting for the host*" screen appears until the other participant joins the call.

How to Join Your eVisit From a Mobile Device

Equipment	Android phone or tablet (version 7+); iPhone or iPad (version 10+). See detailed requirements for Android or iPhone/iPad.
App download	][iOS/Apple Pexip Infinity Connect app ⬈ or][Android Pexip Infinity Connect app Download and install the app for your device. Make sure you follow any on-screen prompts to **allow access** to Calendar, Camera and Microphone, as well as input your **Name**. iOS setup (click image to follow link) Android setup (click image to follow link)
Test before the appointment	Test your internet connection using speedsmart.net or fast.com (minimum speed: download 5mbps, upload 0.77mbps). Run a self test: Open your email invitation from your mobile device and tap Test your device link. (Look for an email with the subject "*Video eVisit Invitation – Event ID*" from the sender "*OTN Do Not Reply, do-not-reply-otninvite@otn.ca*"). Tap **Test** in the Self Test section. If you use an iPhone and iPad and are using a headset, make sure you tap the 🔊 icon and switch to the 🎧 icon. To test the video visit, tap 📹. Enter the PIN given to you by the organizer (if provided) and tap **Join**. If the call is successful, a "*waiting for the host*" screen appears with your self view.
On the day of the appointment	Ensure your device's batter is fully charges and not in power saver mode. Open your email invitation from your mobile device (Look for an email with the subject "*Video eVisit Invitation – Event ID*" from the sender "*OTN Do Not Reply, do-not-reply-otninvite@otn.ca*"). Tap **Start eVisit**. Tap **Open my eVisit event**. If you use an iPhone and iPad and are using a headset, make sure you tap the 🔊 icon and switch to the 🎧 icon. To test the video visit, tap 📹. Enter the PIN given to you by the organizer (if provided) and tap **Join**. If you join first, a "waiting for the host" screen appears until the other participants joins the call.

Connectivity Troubleshooting on Mobile

How to Lower the Bandwidth Settings in Pexip Infinity Connect App
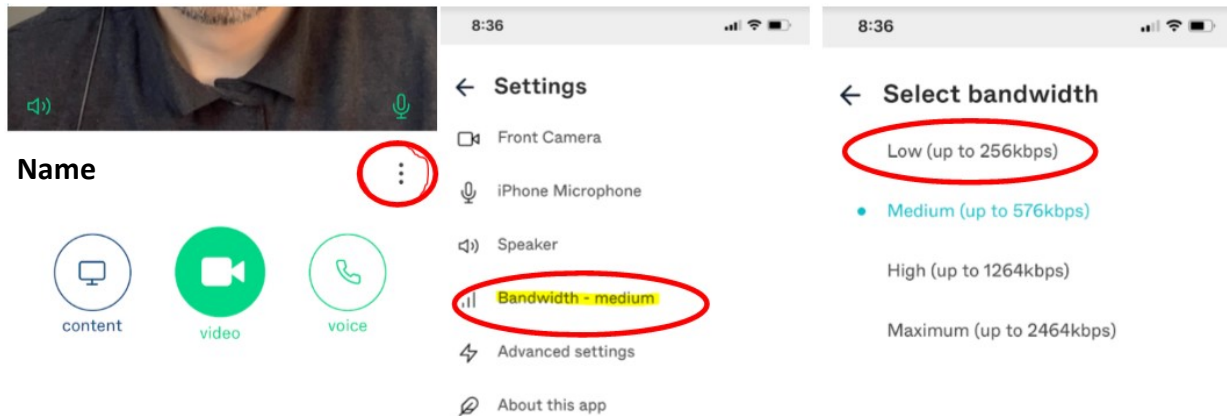
1. Open Pexip Infinity Connect app on your mobile device

2. Tap the **. . .** icon to open the settings menu

3. Tap "Bandwidth" to open selection options

4. Tap "Low" to lower the bandwidth used for each video call

5. Go back, and launch your OTN eVisit from email/link provided