Virtual Visits using OTNhub

A quick guide for patients and families

You will have an online appointment, or a virtual visit, with your care provider using the Ontario Telemedicine Network (OTNhub). OTNhub is a secure, private and confidential software. There is no cost to you for using this software for your virtual visit. This guide was designed to help you prepare for your virtual visit (which OTN calls an eVisit).

To change or cancel your appointment

Call your UHN clinic (https://www.uhn.ca/PatientsFamilies/Visit_UHN/Clinic_Appointments) if you have any questions about your appointment or need to change or cancel it.

For a virtual visit using OTNhub, you will need:

1. **A device and videoconferencing tools.** You can use:
    - a desktop computer
    - a laptop
    - a smartphone (iPhone or Android), or
    - a tablet (iPad or Android)

    Your device must have:
    - a camera
    - speakers and
    - a microphone (or you can use a headset that has speakers and a microphone)

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2. **An internet connection.** You will need a private and stable internet connection.

3. **A valid Ontario health card.**

A few days before your scheduled virtual visit:

1. Check your email for the appointment invitation

The appointment (eVisit) invitation will be sent to you from:

- your care provider

  or

- do-not-reply-otninvite@otn.ca

It will have the subject line: "Video eVisit Invitation- Event ID".

It will include instructions on how to connect at the time of your appointment.

Note: Check your spam or junk folder if you do not see this email in your inbox.

2. If using a smartphone or tablet: download the mobile app

1. Click either the **iOS (Apple)** or **Android** link in your email invitation. You will be redirected to the App Store or Google Play.

2. Download the **Pexip Infinity Connect** app to your smartphone or tablet.

3. You will need to allow access to your camera and microphone.

Joining an eVisit is simple:

1. Prepare
Desktop/laptop users: You will join your appointment using your web browser. For the best experience, use Chrome or Firefox.*

Mobile users: Install the video mobile app using one of the following download links:
iOS (Apple) or Android. Close the app once the installation is complete.

We recommend that you test your device in advance.

Note: If you do not want to download the mobile app, you can also join the meeting on a computer or laptop using **Google Chrome** or **Firefox** browser. Other browsers (Explorer, Safari) will not work.

3. Test your device settings and connection

1. Click the **test your device** link in the email invitation. You will be redirected to the OTN webpage.

2. Follow the instructions provided on the webpage.

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Experiencing technical issues before your appointment?

Contact your clinic so you can discuss using a different platform for your virtual appointment.

At least **15 minutes** before your scheduled virtual visit:

1. Get your health card. Make sure you have your valid Ontario health card with you.

2. Prepare for and join the OTNhub meeting.
- Find a private, quiet place with a strong internet connection.
- Open the appointment invitation in your email.
- Click **Start eVisit**.
- Turn your camera and microphone on so that your care provider can see and hear you.

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2. Connect
When it's time for your appointment, click the button below to join.

[Start eVisit]

Need help? Click [here](#) for user guides and video tutorials.

If you are still having trouble, please contact **OTN Support: 1-888-654-0888**.

If you are seeing your family doctor or specialist, please return to this email after your eVisit and take a [short survey](#) about your experience. All information will remain confidential.

Thank You.

*Your eVisit is best experienced with the following desktop browser or mobile apps:

| Chrome | Firefox | iOS App | Android App |

For advanced videoconferencing functionality such as sharing your screen, use Chrome or Firefox. If your default browser is not chrome or Firefox, you can right click the "Start eVisit" button, copy the link and paste it into Chrome or Firefox to join your eVisit.

Learn more about [OTNhub virtual visits](https://otn.ca/video-visit-help/Content/Home.htm)
(https://otn.ca/video-visit-help/Content/Home.htm).

Troubleshooting during your appointment

If you can't hear your care provider: check that the volume on your device is turned on and is turned up.

If your care provider can't hear or see you: check that your camera and microphone are turned on, and that you are not muted.

If your video or sound is slow, distorted or interrupted: check that your internet connection is as strong and fast as possible.

- If you are using wireless internet (Wi-Fi), stay close to your Wi-Fi router.

- Close any other apps or programs that may be open in the background

- If other people are using your internet too, ask them to avoid activities that may slow down your connection during your appointment. These activities may include streaming videos (watching Netflix or YouTube) or playing online videogames.

Still experiencing technical issues during your appointment? Your care provider may call you on the phone to complete your appointment.

Protecting Your Privacy

- Make sure the email invitation came from your care provider or do-not-reply-otninvite@otn.ca.

- **Do not** reply to the invitation email. If you have questions about your appointment, call your clinic.

- We will never ask you to disclose any personal or sensitive information by email.

- During your virtual visit, use a private, secure internet connection and location. Never use videoconferencing for health care appointments in a public place or using public Wi-Fi, such as at an airport, café, or other open area.

- Tell your care provider if:
  - you have shared the invitation email or invitation link with anyone else
  - there is anyone else in the room with you during your visit

For your privacy and the privacy of your care provider, please **do not** record the audio or video of your virtual visit.

Find more information on virtual visits and privacy tips (https://www.uhn.ca/PatientsFamilies/Virtual_Care) on the UHN website.

Have feedback about this document?
Please fill out our survey. Use this link: surveymonkey.com/r/uhn-pe

Visit www.uhnpatienteducation.ca for more health information. Contact pfep@uhn.ca to request this brochure in a different format, such as large print or electronic formats.