



OTN GUIDE FOR PATIENTS

When your **otn**.e-visit is booked, you will receive an email from “OTN No Reply” (see below). **Please keep this email as it includes important information and the link to connect to your eVisit.** If you don’t receive an email within a week before your appointment, please call your healthcare provider’s office.

Sample email to patient:

Hello,

You have been invited to an OTN eVisit (secure video appointment) on **Friday, October 25, 2020 at 1:57 PM (Eastern Time)**.

OTN services are free for patients. Please note that OTN does not request credit card details or any form of payment for use of our services.

Joining an eVisit is simple:

1. Prepare

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

Mobile users: Install the "Pexip Infinity Connect" app for [iPhone/iPad](#) or for [Android phone/tablet](#). Close the app once the installation is complete. To protect your privacy, please ensure you enter a preferred name, such as initials or first name, during installation or [change your display name](#) to a preferred name prior to entering the visit. We recommend that you test your [test your device](#) in advance.

2. Connect

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

Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call

Link to
videoconference





Start eVisit

Need help?

If you have questions about your health care or appointment, contact your health care provider. If you are experiencing connectivity/video quality issues, or if you have questions about how to prepare for or connect to your appointment, please visit [eVisit Help Centre](#).

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.

<p>STEP 1: PREPARE</p>	<p>a) Email</p> <ul style="list-style-type: none"> • Ensure you have received and kept your OTN email. If you haven't received this email within a week of your appointment, please call your healthcare provider's office.
	<p>b) Equipment:</p> <ul style="list-style-type: none"> • If you plan to use a computer, please ensure your microphone and speakers are working. You must use one of these browsers to connect: Google Chrome, Firefox, Safari or Edge. Please note that Internet Explorer is not supported. <p> Note: For the best experience, it is recommended to use Google Chrome Browser.</p> <ul style="list-style-type: none"> • If you plan to use a smartphone or tablet, you will need to download the Pexip Infinity Connect app for your visit. The links to the Apple App Store and Google Play are included in the email you will receive from OTN No Reply. <p>c) Test:</p> <ul style="list-style-type: none"> • <i>Before</i> the day of your eVisit, click the "test your device" link in your email. test your device • If the call is successful, a "waiting for the host" screen appears with your self-view. • If any part of the test is not successful, please contact your health care provider's office to discuss options for your appointment.
<p>STEP 2: CONNECT</p>	<p>Click here for more general tips to prepare for your visit</p> <ul style="list-style-type: none"> • 5 minutes before the scheduled appointment time, click the blue "start e-visit" button in your email. <p></p> <ul style="list-style-type: none"> • If using a laptop or desktop, it will open an internet browser. If using a smartphone or tablet, it will open the app you downloaded. • When your provider joins the call, it will connect you in a secure videoconference.
<p>Questions or Issues?</p>	<p>For technical support, please call OTN Support at 1-855-654-0888</p> <p>For more OTN resources, including FAQs, click here</p>