

OTN Resources

for West Park Patients

Virtual Care refers to the use of video or audio communications technology to provide health care services remotely in real time. Examples of Virtual Care include providing health care to patients over the phone or using web-conferencing video technologies like Zoom for Healthcare. Many programs at West Park are starting to provide Virtual Care to their patients.

The Purpose of this Page

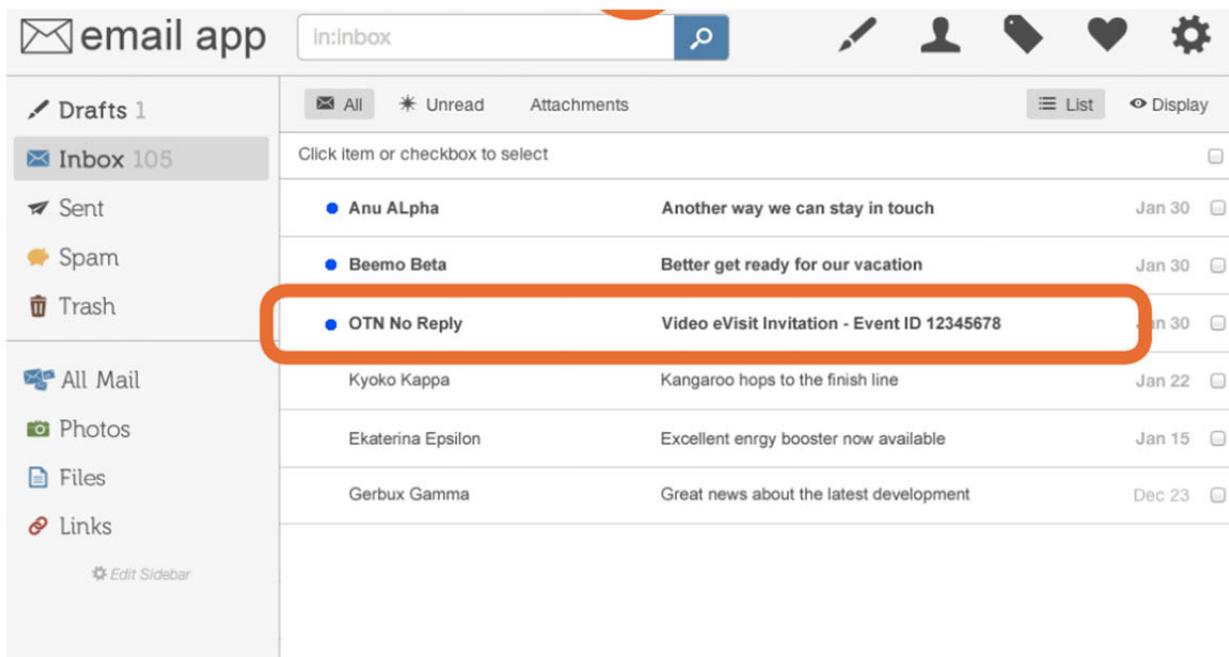
This document is a compiled list of resources to provide technology support for West Park patients using OTN. OTN is a secure network that allows providers to perform virtual visits through videoconference technology.

How to Join Your Appointment: Using a Computer or Laptop

- [Joining a call as a participant using your computer - YouTube](#)

On the day of your appointment, you can join the videoconference by following these steps.

1. Open your email invitation



2. Click **Start eVisit** using Chrome

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.

We recommend that you test your [internet connection](#) in advance. For a medium-quality video call, a minimum of **1 Mbps** download and upload speed is needed.

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

[Start eVisit](#)

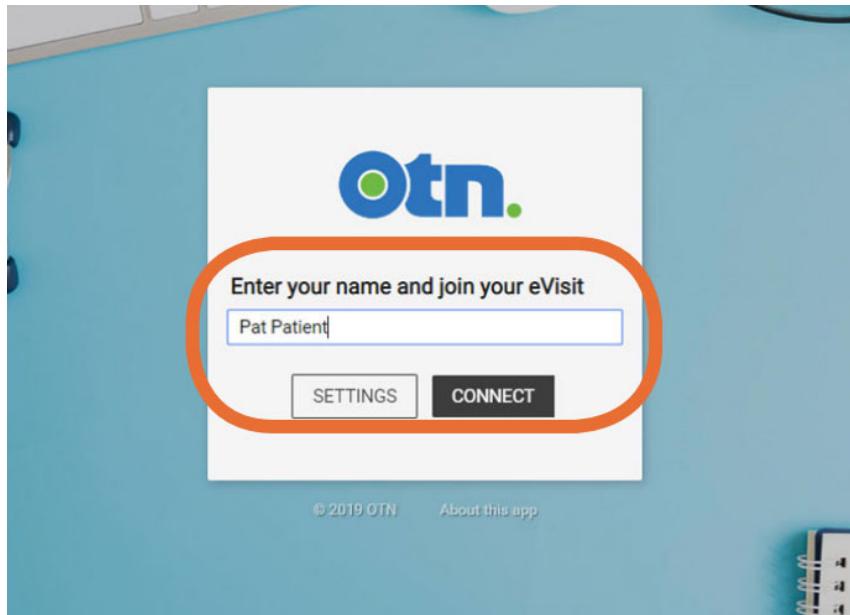
Need help?

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](#).

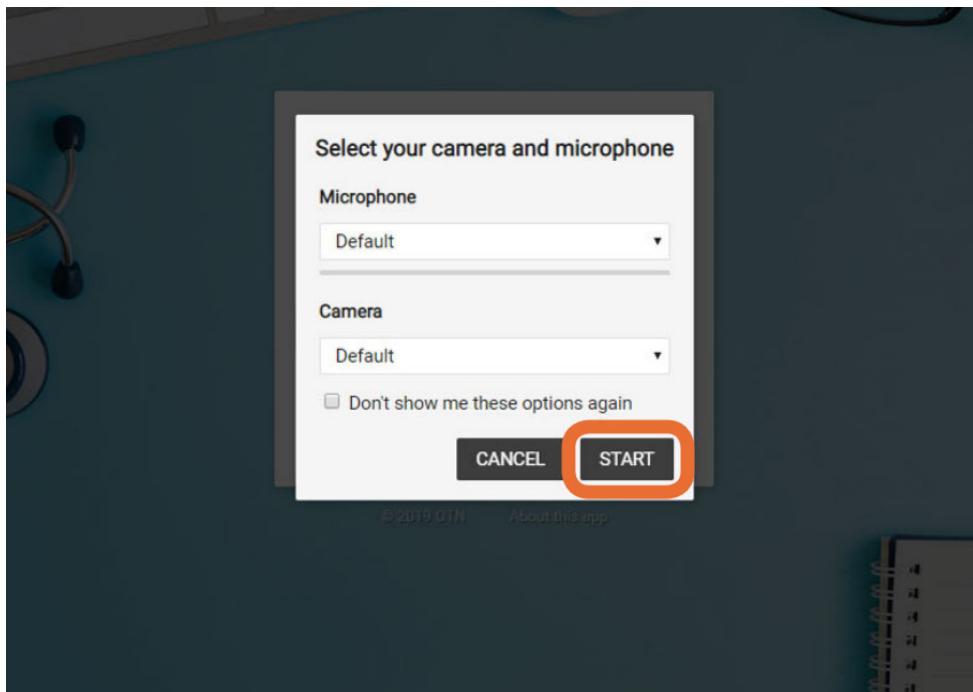
If you are seeing your family doctor or specialist, please return to this email after your eVisit and take a [short survey](#) about your experience. All information will remain confidential.

Thank You.

3. Enter your name, then click **Connect**



4. Check your microphone, camera and audio output settings – you can either leave them as Default or change them depending on whether or not you want to show your image – then click **Start**



5. Enter the PIN given to you by the organizer and click **Connect**

6. If the call is successful, a “waiting for the host” screen appears until the other participant joins the event

How to Join Your Appointment: Using a Smartphone or Tablet

- [Connecting on a mobile device as a participant - YouTube](#)

If you are using a mobile smartphone or tablet, you will have to download an application called **Pexip Infinity Connect** to your device before joining your visit.

You can find a link to the app in the eVisit invite email sent to you by OTN.

1. Click the link
2. Tap **Install** or **Download**
3. Open the app and follow setup instructions

On the day of your appointment, you can join the videoconference on your smartphone or tablet by following these steps.

1. Open your email invite and tap the **Start eVisit** button
2. Tap **Open my eVisit**
3. To join, tap **Video**
4. If you have connected successfully, you will see a “waiting for the host” screen until the host joins

For more information or help, visit [eVisit Help Centre \(otn.ca\)](http://eVisit Help Centre (otn.ca))