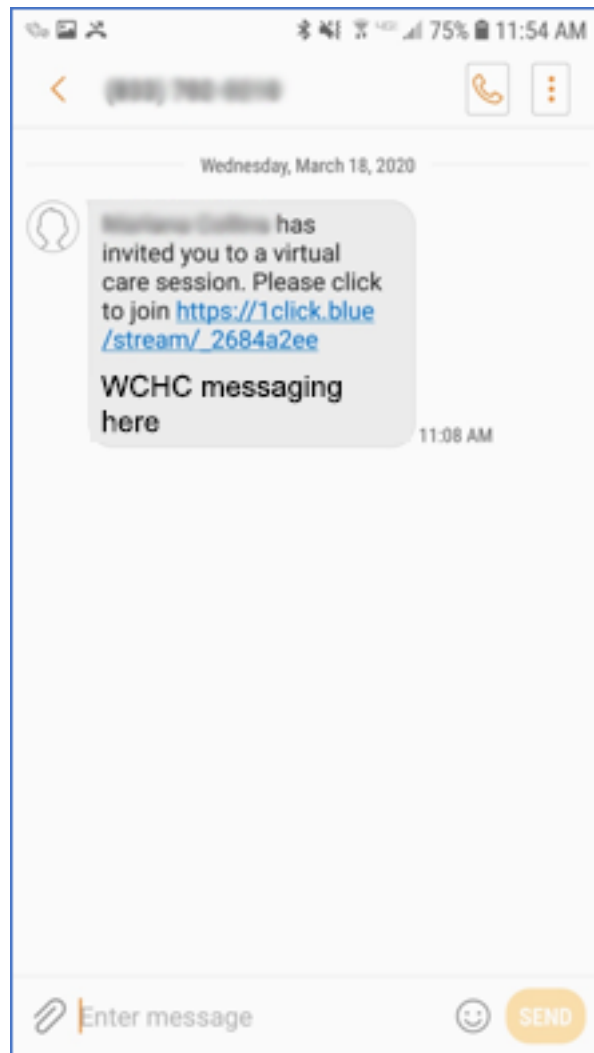
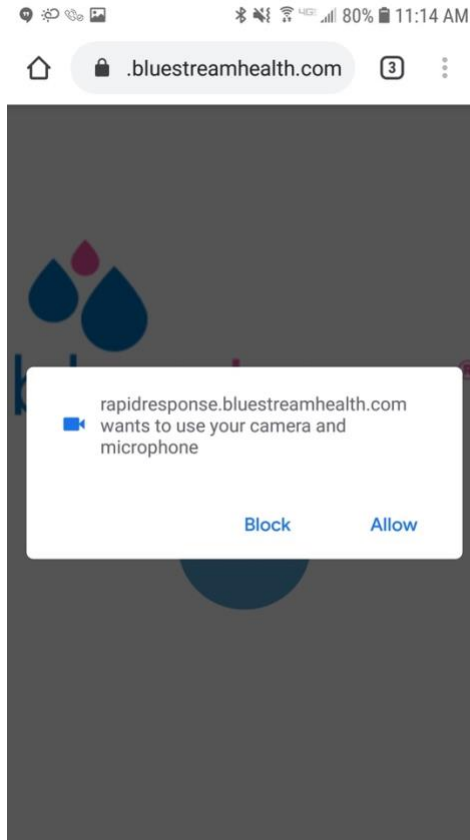


WCHC TIPS FOR A SUCCESSFUL TELEVISIT

In order to overcome technological difficulties, WCHC will be using BlueStream Health for all televisits until our original platform is fully functional. When it is time for your visit, you will receive a text. Click on the link to open the window to start a new session. **NOTE:** Chrome is the recommended browser.



Once you click the link, your browser will open. Be sure to click “Allow” when prompted to allow access to your microphone and camera. If you do not allow, the visit will not work.



You will then be taken to the consent form for Bluestream. Check the box stating you accept, and click Agree.

A screenshot of a mobile browser interface showing a consent form. The status bar at the top shows 83% battery and 11:09 AM. The form has a white background with a rounded top and is titled "Consent Form". It features the Bluestream logo (three water droplets in blue, red, and blue) and the text "bluestream®". Below the logo, it says "By checking the box associated with 'Informed Consent', you acknowledge that you understand and agree with the following:". A list item reads "1. I understand that my health care provider". Below this is a checkbox followed by the text "By accepting this request, I certify that I have read or had this form read and/or had this form explained to me". At the bottom of the form is a dark grey button with the word "AGREE" in white capital letters.

After clicking agree, the televisit will begin. The patient should see themselves in the lower corner of the screen, and the provider will be in the main screen when ready for the visit.

If the browser used is incompatible with bluestream, or the patient does not “allow” the platform to access their camera or microphone, they will see this screen (below) and know they need to restart the visit. They can restart the visit using the same link provided in the initial text message.

