**How to do a Video Consultation Visit**

What you will need:

1. An HCIN (Health Care Interpreter Network) video unit at both the patient location and the consultant location, connected via either hardwire or wifi to the county intranet

How to set up a video call (device appearance will vary):

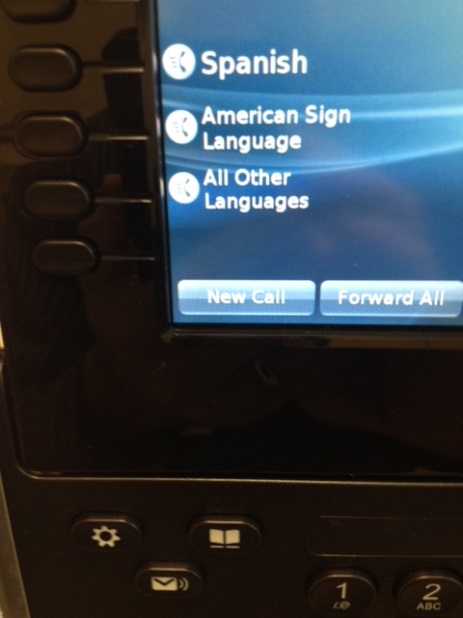
1. In most circumstances the consultant and the primary care provider will initially have a phone conversation to determine the need for a video interview with the patient
2. Turn on HCIN devices at both locations
3. From either location:
   1. Press the “dial” “call” or “new call” button, in most devices it is a green button with a phone icon on it:



On some devices it is located on the remote control:



or on the touch screen:



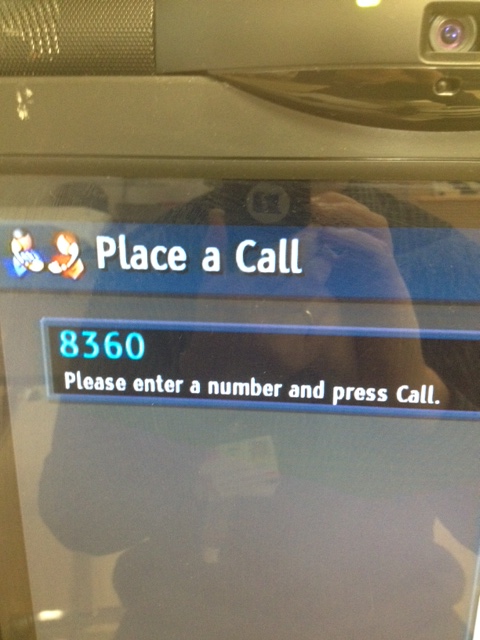
* 1. Ask the staff at the other end for the 4 digit number of the device you are trying to connect to. This number is usually located in the upper right hand corner of the device:



* 1. Enter this 4 digit number into your device:



Or:



* 1. Press the “dial” or “Call” button again if necessary to dial the device. Some devices will autodial without this step.

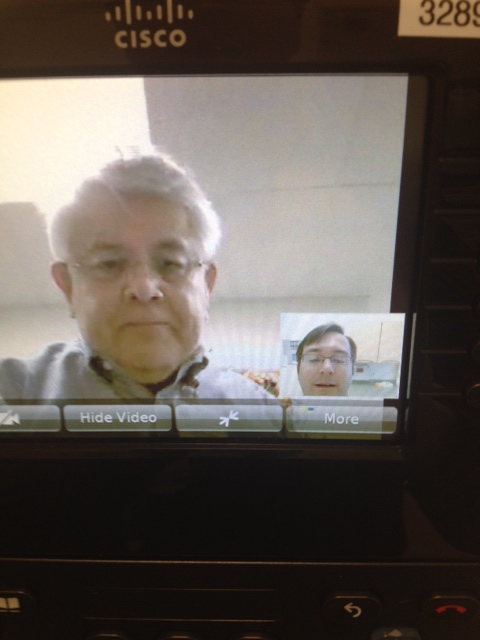


1. From the receiving location:
   1. When the device rings, press the “dial button” to answer the call.



Both devices should have audio and video feed established at this point.

1. Adjust the device camera and screen as needed to have the patient and consultant easily seen on the screen

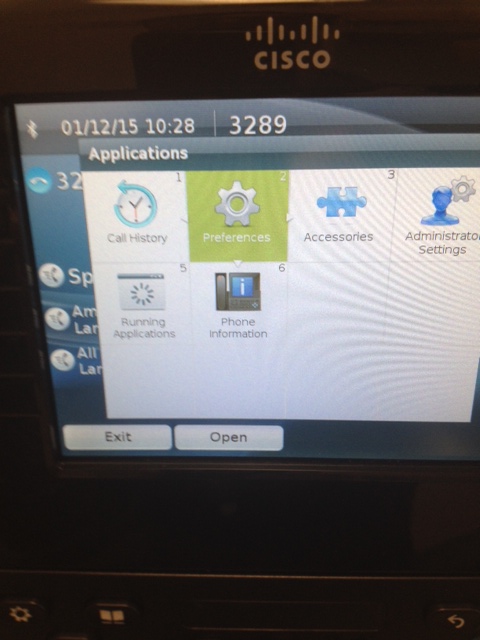


1. Consultant should document the encounter in the medical record using a “documentation” encounter type.

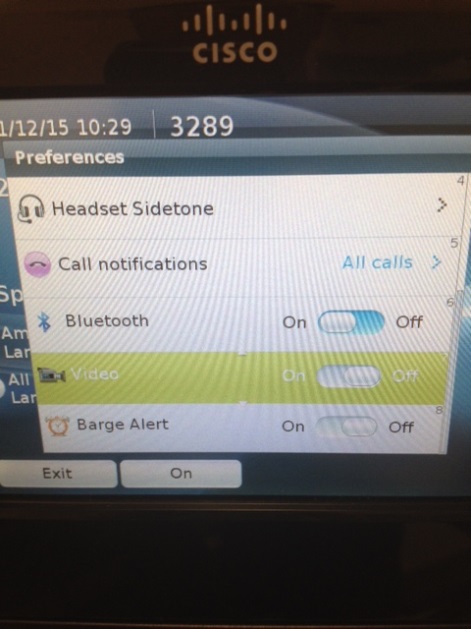
**Troubleshooting Tips:**

If audio is working but there is no video:

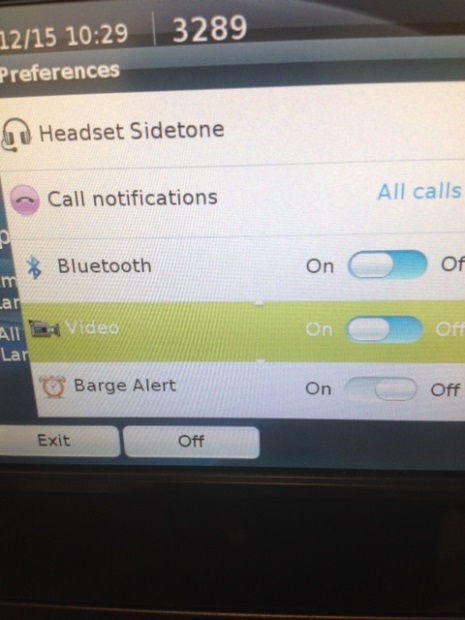
1. Press the “\*” button:
2. Select “Preferences:



1. Scroll down to “Video”



1. Turn “Video” to “On”



1. Hit “Exit” twice to exit preferences menu