

Computer-based video consultation

Participate in online-consultation

A new project introducing video consultation in the Clinic for Woman- and Child at the North Denmark Regional Hospital.

Video consultation

This Clinic now offers online-consultations to patients and relatives. This means you can participate in the consultation from home or elsewhere online from your computer, tablet or smart phone.

What device do I need?

All you need to participate is a smart phone, a tablet or a computer with internet-access. Prior to the consultation, you must install the program Jabber Guest - just follow the installation guide in the following pages.

How does it work?

When you participate in the video consultation, you, and whoever is joining you, will be connected to a video-screen in our office. When the consultation starts, all participants will introduce themselves so everyone knows who is online, even though not every person may be visible on the screen.

For some consultations several persons may participating - for example staff from different wards or an interpreter.

If you need support

If you need support to install Jabber Guest - please contact Unit 105 at 97 64 06 65.

Testing

We are currently testing video consultations as a useable tool and would like to contact you to learn from your experience after you complete the consultation.

Installation guide for computer using Internet Explorer

The first time you participate in a video consultation, you must follow all the instructions below. For future consultations (once Jabber Guest is installed), you are automatically directed to point 6 of the instruction through the link.

Once you inform the Clinic staff that you wish to participate in a video consultation, they will send you a link to download the app and set up a date and time for the consultation.

Or, you can click on the link below. If you choose to follow this link, please notice this document will close and you may need to have access to it through another browser window to follow the instruction. Also, please notice the instruction requires you to continue to "not recommended" website - see below. This is required to continue the installation - see the illustration below.

Video consultation between patient and staff: <https://cmvideo.rn.dk/call/72571>

Video consultation between patient, staff and interpreter (or other 3rd party): <https://cmvideo.rn.dk/call/8772571>

- 1) The link will take you to the page illustrated below - click on "Continue to this website (not recommended)" (This is NOT a security risk for your computer - the warning is shown only because this project is being tested)

There is a problem with the security certificate for this web site.

The security certificate has not been issued by a trusted authority.

The security certificate was issued for a different web site.

Any problems with the security certificate may be an attempt to trick you or get access to data sent to the server.

We recommend you close this page and do not continue on this web site

Click here to close the page

Continue to this web site (not recommended)

Further information

- 2) You now enter the page illustrated below. Click on the green **Download**-button (end-user license agreement for Jabber Guest is an agreement equal to other programs, you download)

Additional software is required for voice- and videoconferences:

Download Cisco Jabber Guest-addition

When you click **Download**, you accept the end-user license agreement

3) Click **Run** and Jabber Guest will automatically be installed

Install the software by downloading the file:

JabberGuest-plug-in:_for_Windows_Version_10.67.77.msi

Do you want to save or run JabberGuest-plug-in_for_windows..msi(8,48 MB)
from cmvideo.rn.dk?

4) This message will appear - click **Allow Always** or **Allow**

Cisco Jabber Guest Plug-in

cmvideo.rn.dk requests access to your microphone and camera

Allow always

Allow

Refuse

5) Some users will be requested access by Windows. Click **Allow Access** as illustrated below.

Security message from Windows

Windows Firewall has blocked functions in this app.

The Windows Firewall may block some Internet Explorer functions on public and private networks



Navn: Internet Explorer

Udgiver: Microsoft Corporation

Sti: C:\program files(x86)\internet explorer\iexplore.exe

Allow for Internet Explorer to communicate through these network:

Private network e.g. home- or work-based network

Public network e.g. in airports or cafés (not recommended, as these network often have little or no security)

What is the risk of installing an app through a firewall?

Allow access

Cancel


6) This will start the up the Jabber Guest website and the consultation is initiated by clicking **Call**.

The Virtuel Meeting Place is open through the Welcome screen - stay connected and wait for the 2nd participant to join the consultation - which will then start.

If you move the cursor across the screen a bar will appear and you can enlarge the screen and turn the camera or microphone on/off.

Choice of camera and sound

We recommend you use a headset w/microphone for best result.

Click on the gear-symbol  at the bottom left corner to access the drop-down menu for Camera, Microphone and Sound.

Click on the source you wish to use.

To exit - click the  symbol again.

Once the consultation ends - click **Close**.