

IPhone-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 to know 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 Iphone

The first time you participate in a video consultation, you must follow all the instructions below. For future consultations (once Jabber Guest is installed), a link will automatically direct you to point 7 of this installation guide.

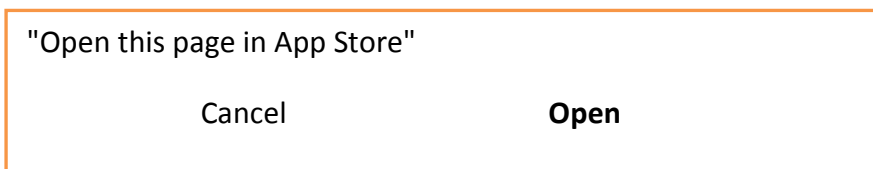
Once you inform the Clinic staff you wish to participate in a video consultation, they will send you a link to download the app and they will set up a date and time for the consultation.

Alternatively, you can simply click on the link below. If you choose to follow the link, please notice this document will close and you may need to have access to it through another browser window to follow the installation guide. 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>

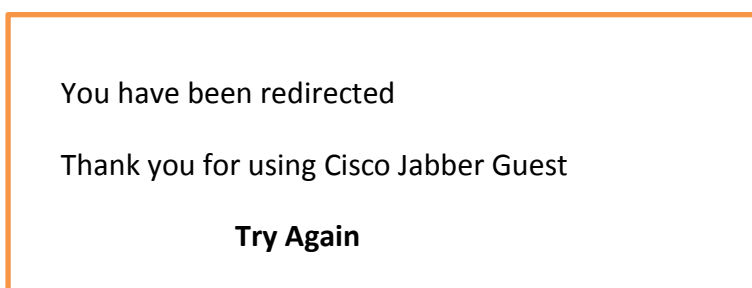
- 1) The link will take you to the page illustrated below - click **Open** - should the page not open immediately, please try again - maybe several times to gain access



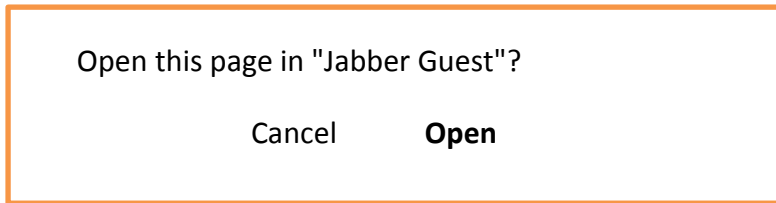
App Store will open Guest Access - Cisco Jabber.

- 2) Download the program (this requires an Apple-ID)

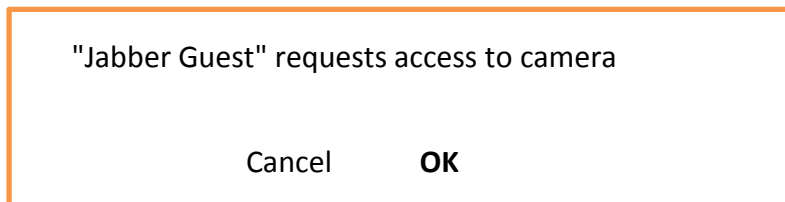
- 3) Switch back to Safari Browser and click **Try Again**



4) Click **Open**



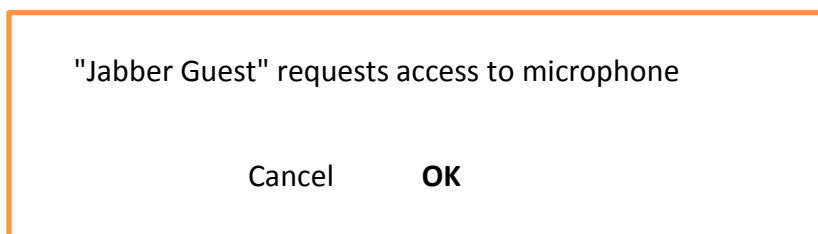
5) You are now asked to accept use of camera - click **OK**



6) A message will appear, saying the Certificate is invalid - click **Continue**
(This is NOT a security risk to your computer - the warning is shown only because this project is being tested)

7) Now Jabber Guest is ready to use - Click **Call**

8) Click **OK** to use microphone



You are now met by the Welcome screen in the Virtuel Meeting Place - stay connected and wait for the 2nd participant to join the consultation - which will then begin.

If you move the cursor across the screen a bar will appear where you can switch the camera and microphone on/off.

We recommend you use a headset for best result.

The Jabber Guest program can be downloaded for free. We recommend Wi-Fi for best result.

3G/4G requires a steady and good internet connection which may increase the amount of data you use and eventually your phone bill.