Kaiku

HEALTH

KAIKU HEALTH SERVICE - VIDEO CONVERSATION INSTRUCTIONS

INTRODUCTION

Video conversations in the Kaiku Health service

- Video conversations enable a secure video connection between you and your care team.

- You need to be registered on the Kaiku Health service to be able to use video conversations.

  - See slide 'Registering on the Kaiku Health service'

- The Kaiku Health service is accessed with a web browser* or via the Kaiku Health mobile app.

  - See slide 'Accessing the Kaiku Health service'

- Once you have access to the Kaiku Health service, you can join a video conversation.

  - See slides 'Joining a video conversation' and 'Checks at the beginning of a video conversation'

- If you prefer, you can turn the camera off and use the video conversation for audio only.

  - See slide 'During the video conversation'

*Note: Video conversations can be used with the following web browsers: Chrome, Firefox, Safari, Edge.

Video conversations are not supported with Microsoft Internet Explorer.

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Registering on the Kaiku Health service

- Your care staff will send you an e-mail to join the Kaiku Health service.

- We advise you to register as soon as you get the invitation.

- Once you have registered you are ready to begin using the Kaiku service.

DOCRATES

Hello,

I have added you to the Kaiku Health web service. Reporting the changes in your well-being here is a vital part of your treatment and follow-up. At our end, this information allows us to react to the symptoms affecting your quality of life.

Kaiku Health is also an easy and safe way to keep in touch with your care team in non-urgent matters. You can send us messages and photos at any time through Kaiku Health.

You can sign up through the button below – it only takes a couple of minutes:

Sign up to Kaiku Health

With kind regards,
Viivi Videohoitaja1
Docrates Cancer Center

P.S. If you have any problems signing up, you can reach our friendly customer support at support+docrates@kaikuhealth.com or by replying to this email.

ACCESS

Access to the Kaiku Health service

- The Kaiku Health service can be accessed at https://kaiku.docrates.com using a web browser* on computers and mobile phones.

- It can also be accessed using the Kaiku Health mobile app which is available at the Apple App Store and Google Play Store.

- *Note that use of video conversations is not supported with Internet Explorer.

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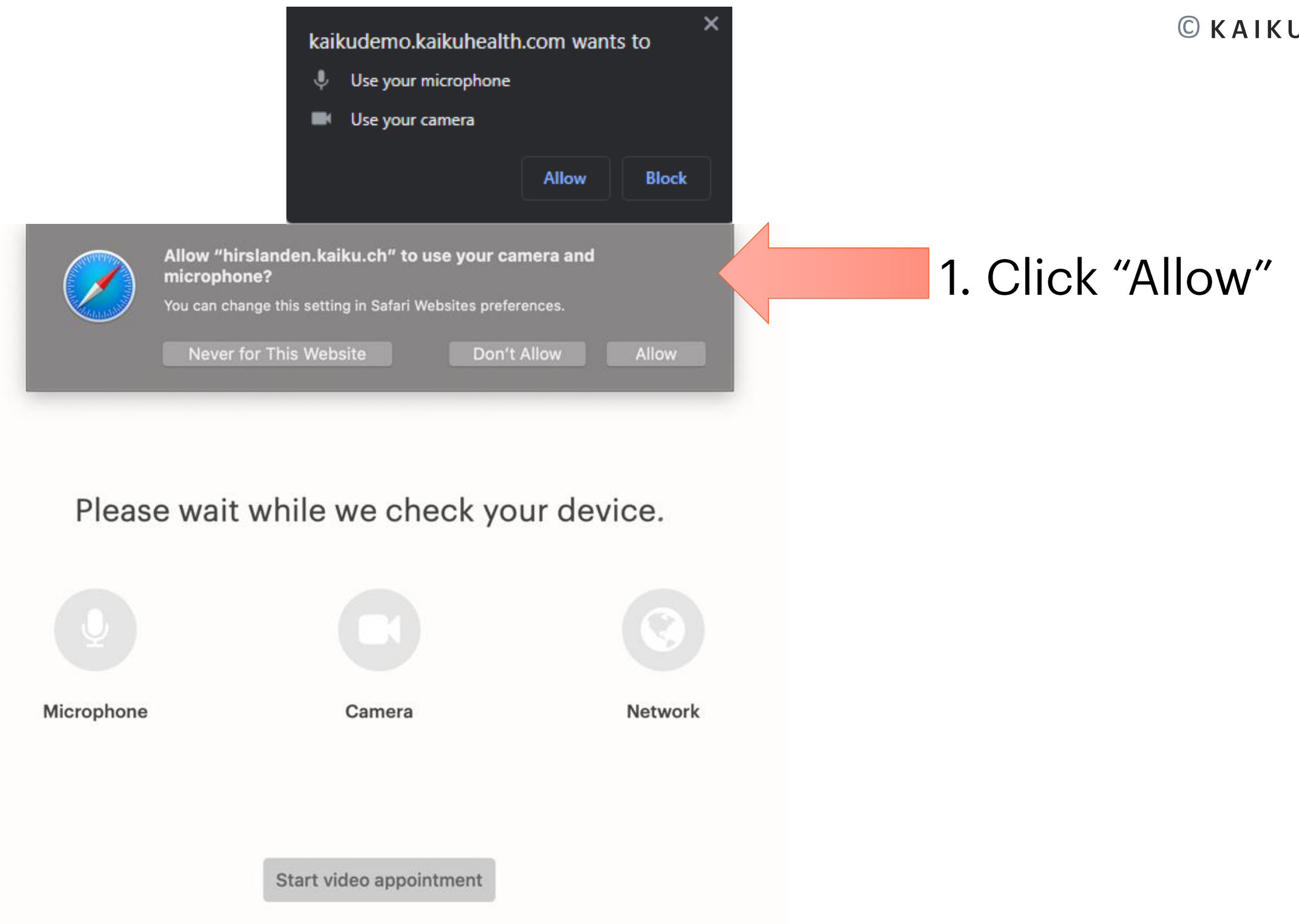HEALTH

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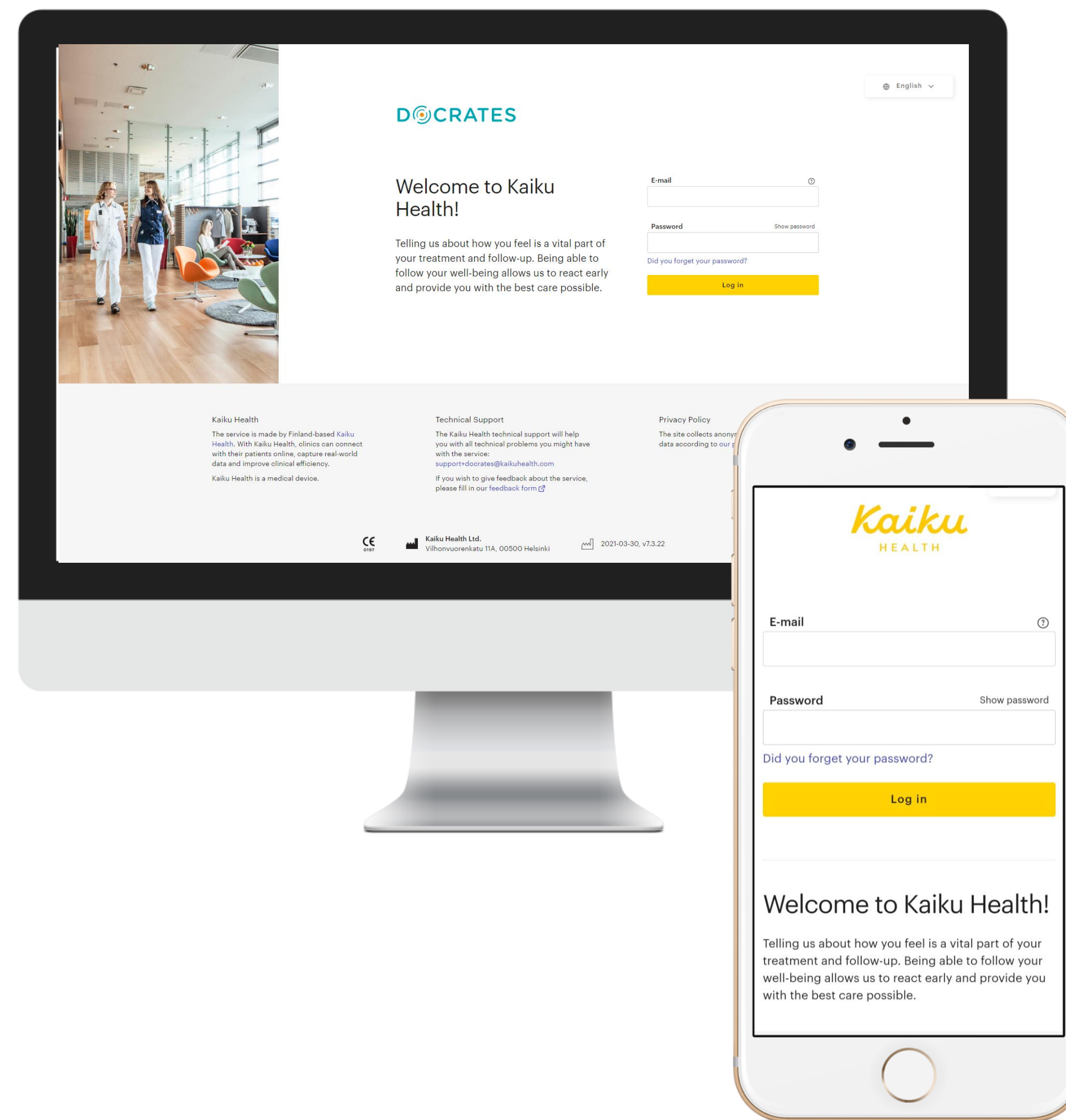
INITIATION

Joining a Video Conversation

- You can join a video conversation from the homepage of the Kaiku Health service or from the Kaiku Health mobile application.

- You can also join the video conversation by clicking the link in the meeting invitation e-mail.

- We recommend that you join the video conversation about 10 minutes before the appointment.

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Welcome, Reetta

📞 Join video appointment   💬 Send a message

🏠 Home
📈 Dashboard
💬 Conversations

👤 My information
↪ Sign out

Tasks ❶

Heikki Hoitaja would like you to do the following things today:

📝 Symptom questionnaire for immunotherapy

Knowing how your symptoms have developed over time helps your care team provide the best possible treatment. That's why it's important to fill the questionnaire even if you are not currently experiencing any symptoms.

Fill in questionnaire

New messages

✓ You have no new me

DOCRATES

You've been invited to a video appointment. See below for the appointment details.

Invited by: Heikki Hoitaja

Appointment date and time: 20 March 2020 10:00

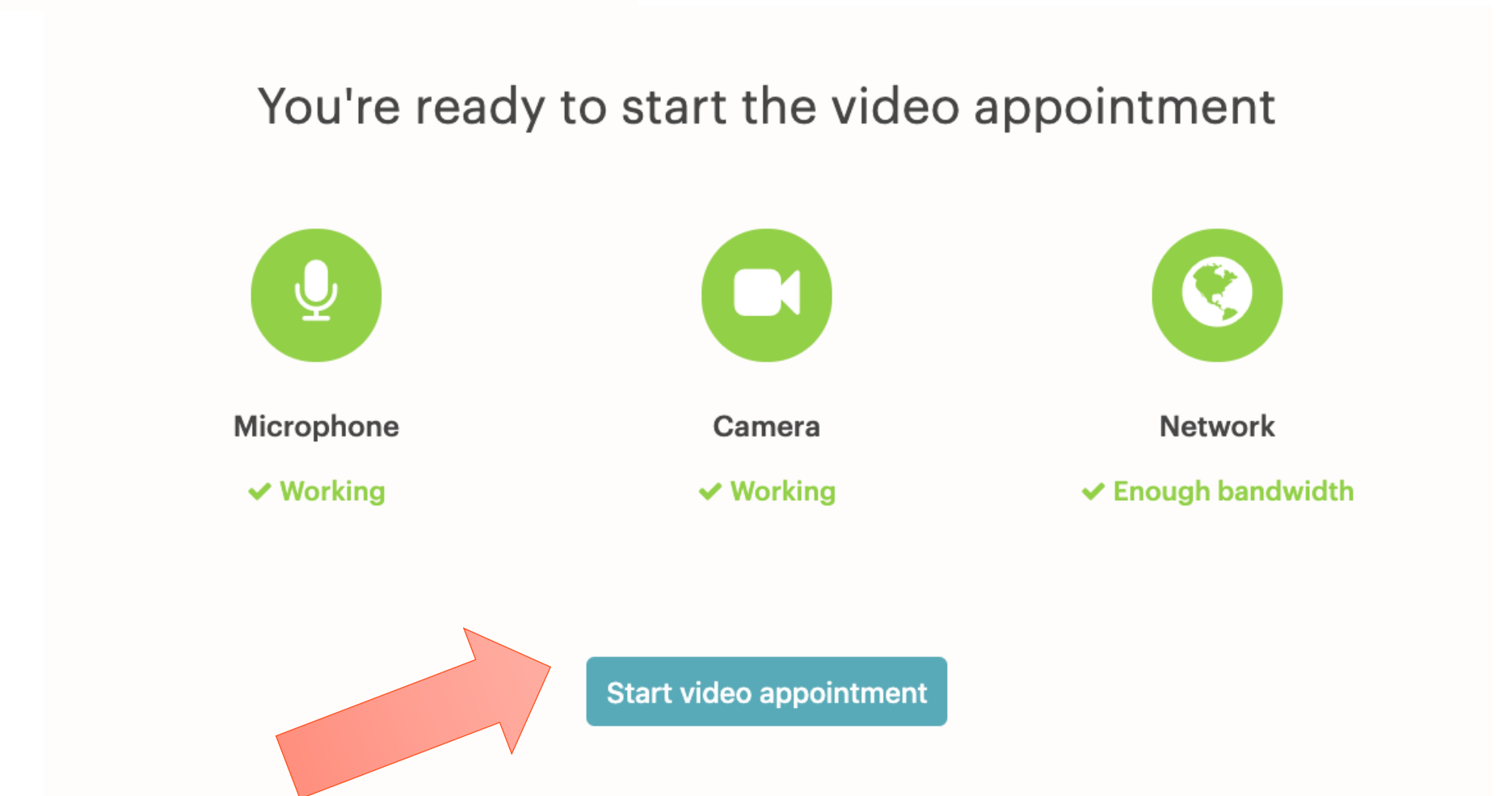Click here to start the video appointment

TECHNICAL CHECKS

Checks in the beginning of a video conversation

- When joining the video conversation, the system will check that you have the necessary technical requirements to join the video call.

- At this point, your device might ask the rights to use your microphone and camera. In order to successfully join, you must grant these rights.

- The device check will take approximately 10-15 seconds. When the requirements have been checked, you may start the video appointment.

1. Click "Allow"

Please wait while we check your device.

Microphone   Camera   Network

Start video appointment

You're ready to start the video appointment

Microphone   Camera   Network
✔ Working   ✔ Working   ✔ Enough bandwidth

Start video appointment

2. Click "Start video appointment"

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DURING THE CONVERSATION

During the video conversation

- You will arrive first to the video conversation. Wait for your doctor and/or nurse to join.

- During the video conversation, you can turn your camera and your microphone on and off, using the buttons at the bottom of the screen.

- Your doctor can only hear you if your microphone is turned on.

Your medical professional hasn't arrived yet
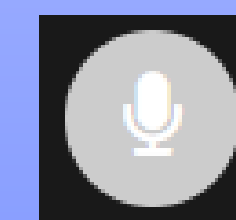
Camera button

Microphone button

Leave conversation
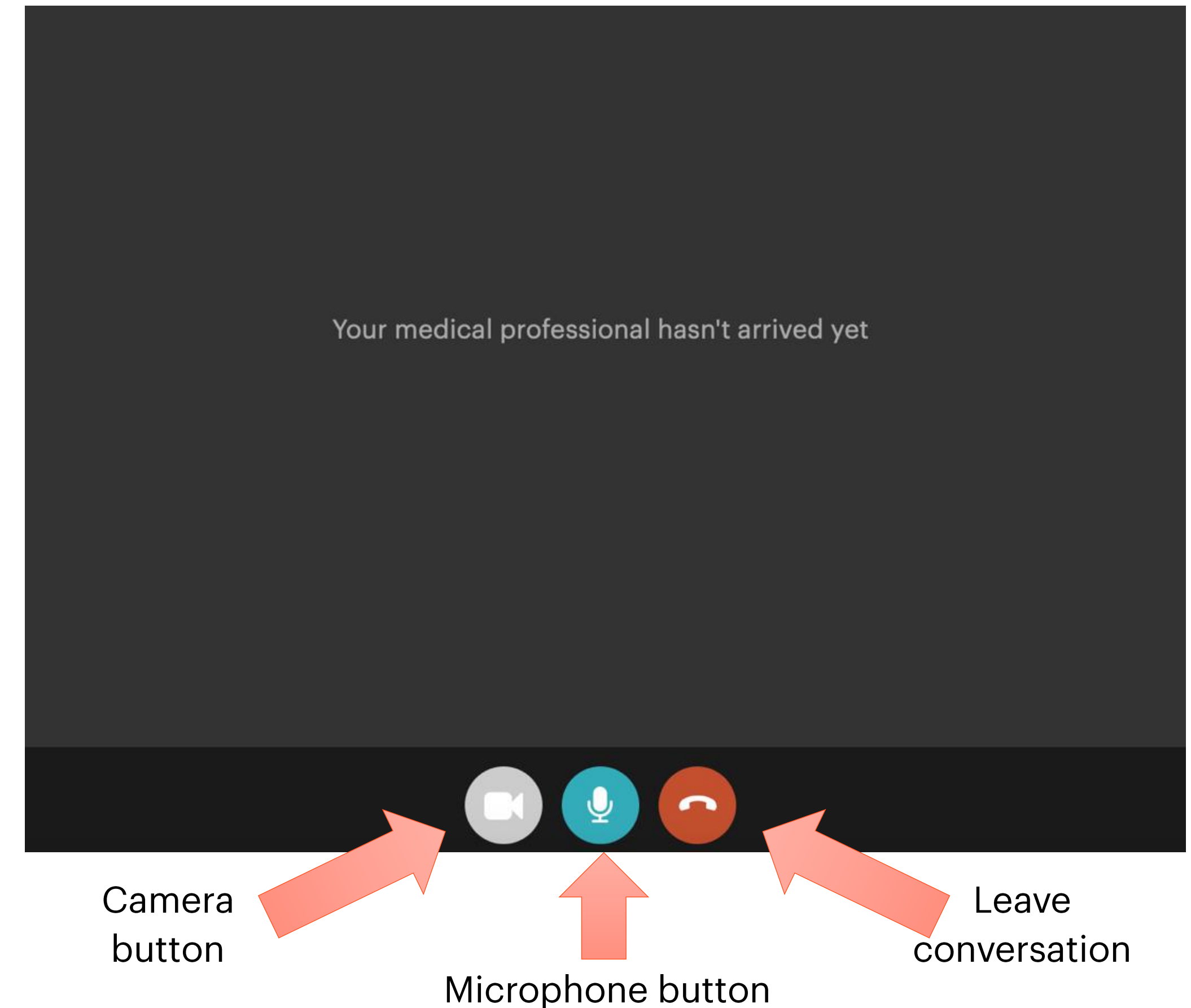
Explanation of button colors:

: Camera is on

: Microphone is on

: Camera is off

: Microphone is off

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What if the technical checks fail?

There are problems that need to be fixed

Microphone   Camera   Network
                                    ⊖ Not working

There is a problem with your network connection, the quality may be weak.

Start video appointment

You're ready to start the video appointment

Microphone   Camera   Network
✔ Working   ✔ Working ✔ Not enough bandwidth

There's not enough bandwidth for video, so the appointment may be audio-only.

Start video appointment

- If the checks fail, and you are prevented from starting the video appointment, you can try the following:

- 1) Ensure that your microphone and camera are not blocked.

- 2) If you are using a wireless network, move to an area with better reception.

- You may also get a message "Not enough bandwidth" with a green 'Network' sign.

- In this case the network bandwidth is lower than optimal, but you can still start the video appointment. You may experience issues with video quality during the call.

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IN CASE YOU FACE ANY TECHNICAL PROBLEMS, YOU CAN CONTACT OUR TECHNICAL SUPPORT AT

SUPPORT+DOCRATES@KAIKUHEALTH.COM

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