

Video Consults Using VidyoMobile and VidyoDesktop

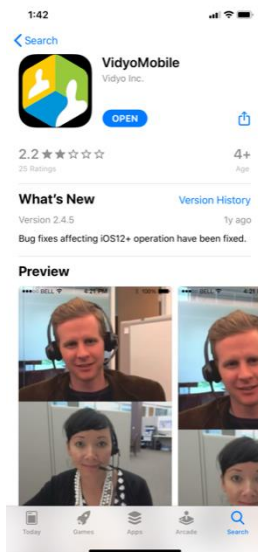


For All Providers

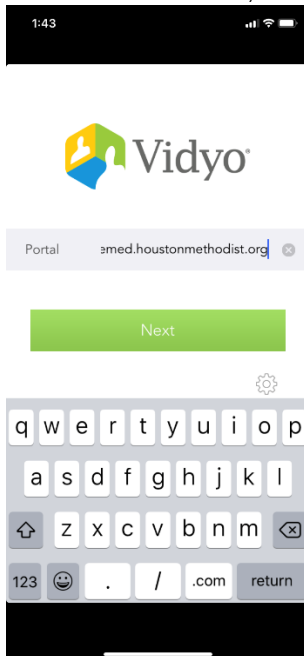
Use VidyoMobile or VidyoDesktop to complete a video consult via your smart device or desktop.

Complete a Video Consult Using Your Smart Device

1. Download the **VidyoMobile** app, found in the App Store (iOS) or Google Play Store (Android).



2. Once downloaded, enter the portal as telemed.houstonmethodist.org.



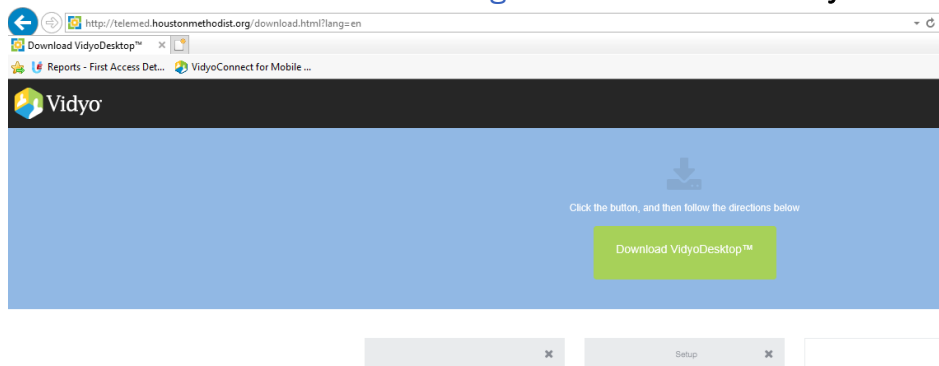
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3. To connect to the correct location, contact Telemedsupport@houstonmethodist.org to obtain your region's username and password.



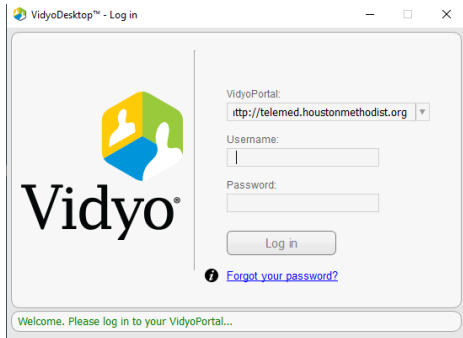
Complete a Video Consult Using Your Desktop

1. Go to telemed.houstonmethodist.org. Select to download **VidyoDesktop**.



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2. For the **VidyoPortal**, use telemed.houstonmethodist.org.
 - Ensure a webcam is connected to the device and functioning.
 - Confirm speakers are sufficient.
 - Verify the microphone is enabled.



3. When connecting to the patient:
 - Always connect to the patient's room and make sure they connect.
 - When connecting to patient one, utilize provider one. When connecting to patient two, utilize provider two.
 - If more log ins are needed or if you need assistance, email telemedsupport@houstonmethodist.org.