

Welcome to Virtual Visits with Lifesize

DOHC is here to provide you and your family with the healthcare you need during this time of social distancing. For the protection of you and our staff and healthcare providers, we are pleased to offer virtual visits with Lifesize to provide the best care possible. You can use Lifesize on your tablet, smart phone, laptop, or desktop (as long as your desktop has a camera).

We recognize that the use of this technology may not be something with which you are familiar. For that reason we have included some helpful hints to make your visit more convenient and meet your health needs. Below, you will also find step by step instructions for downloading the Lifesize App.

Why can't I visit my doctor in person?

Currently the best way for us to protect you and your health is to advise you to stay home as often as possible. In order to do this, your doctor has carefully reviewed your history and determined that a virtual visit will be effective. If at any time your care cannot be completed virtually, your doctor will determine how you will be seen face to face.

Lifesize is our preferred video conferencing technology used to allow us to see you face to face, but virtually from the safety of your home.

Is Lifesize safe for my health information privacy?

Yes, Lifesize was chosen as our virtual visit technology due to its robust protection. It is completely HIPAA compliant. The safety of your health information is of utmost importance to us.

Can I use my desktop computer or my smartphone?

Yes, as long as it has a camera and a microphone.

Why am I being asked what type of smartphone (iPhone or Android) I have?

Your smartphone type helps us to identify the best way to help you navigate Lifesize. In addition, if for any reason Lifesize does not work, your phone type will help our providers reach you via video visit through another technology.

What is a browser and how should I use it?

The browser on your phone, tablet, laptop, or computer is what allows you to browse (surf) the internet. Examples include internet explorer, google chrome, firefox, or safari.

If you have an iPhone you should use safari. Safari is the default or automatic browser setting for the iPhone.

If you have an Android (Samsung, Google, LG, Arista, etc) you should use chrome or firefox.

Chrome is the automatic browser setting for Android phones.

What is the App store and why would I need this?

The App store is where you can download (often times for free) programs to you phone (examples are banking apps, games, etc). The Lifesize App is free and can be downloaded from your phones App store. The Android App store is called Google Play. The iPhone App store is called "The App Store"

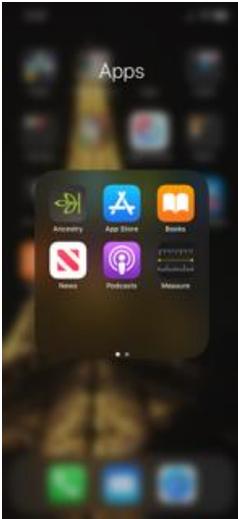
The icon in an Android appears as:

The icon on an iPhone appears as:

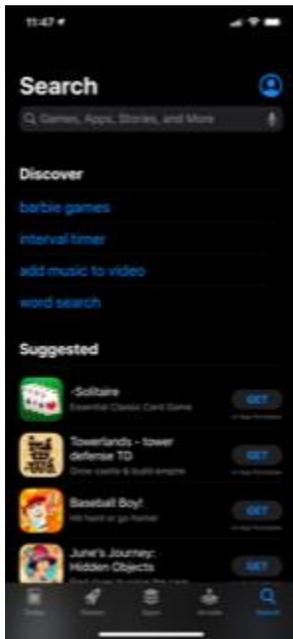
Instructions for downloading the Lifesize App

For iPhones:

Find the “App Store”



Identify the Search Bar



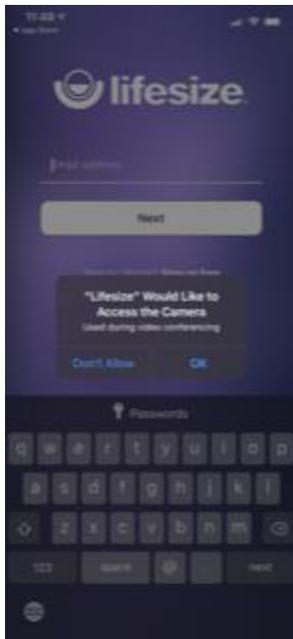
Type in Lifesize and choose Lifesize Video Conferencing. Click 'Get' in order to install.



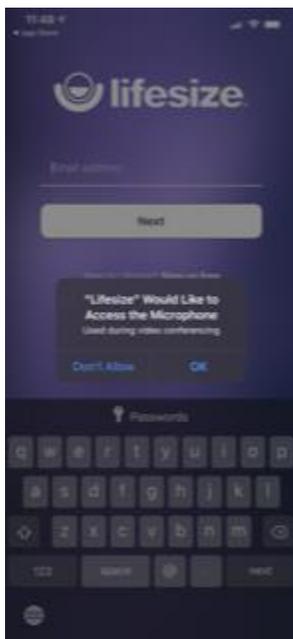
When Installation is complete, click Open



When Lifesize opens, choose “Ok” to allow Lifesize to take pictures and record video



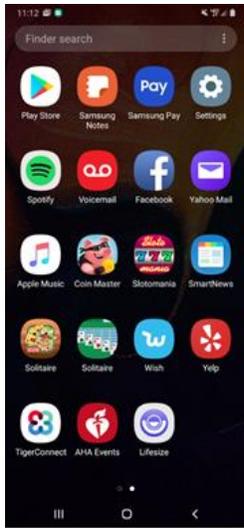
Choose "Ok" to allow Lifesize to record audio



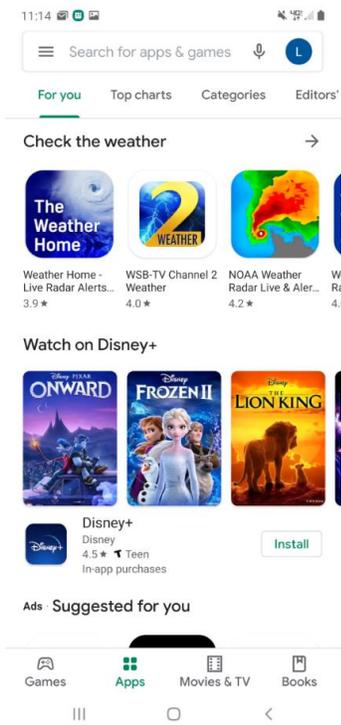
You are now in the Lifesize App

For Androids:

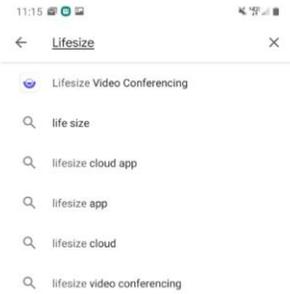
Find the "Play Store"



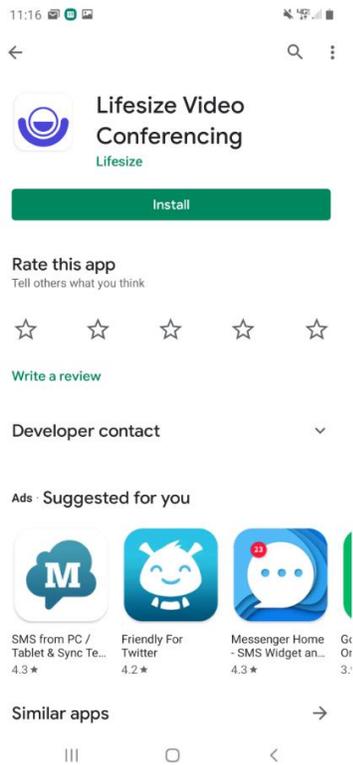
Identify the Search Bar



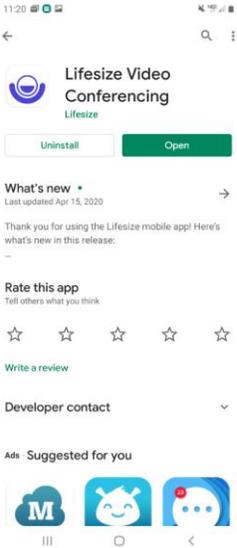
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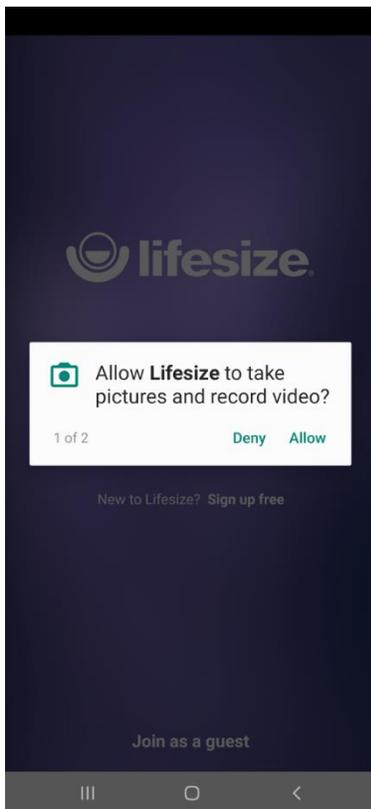
Click Install



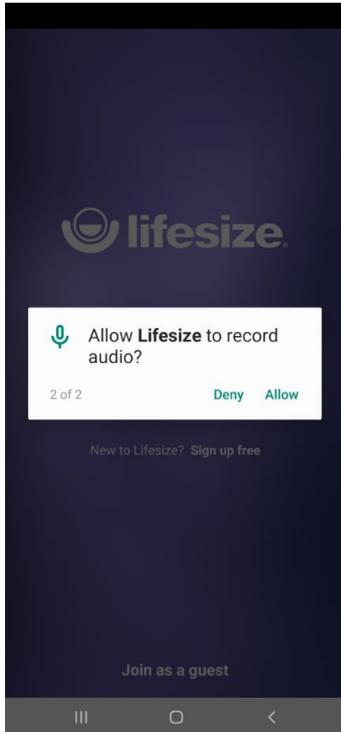
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