

Script for clinicians to teach patients to answer video calls in HRS:

(clinician is in the home with the patient)

I want you to press the “Home” button (the black circle at the bottom of the screen).

When you press it once you will see the time displayed.

When you press it a second time you should see two icons in the upper left hand side of the screen.

The first icon is “HRS” (blue HRS letters in a white box) and the second icon is “Zoom” (white video camera in a blue circle)

Tap on the HRS icon and the screen should turn white and have the word “Home” at the top.

This is where you want to be when your clinician is calling you for a video visit.

I am going to send a test video call to you now, you will see a large box appear that says:

“Video Call/Clinician Ringing” at the top of the box.

To answer the call, press the blue video camera icon on the bottom right hand side of the Video Call box.

There might be a slight delay before you see your clinician but then you should be able to see and hear them.

When it is time to finish your call with the clinician, they will say “good bye” and end the call.

Please leave your Ipad plugged in and keep it in a safe area.

Your clinician will call and schedule your next video call in advance with you.

If you have any questions regarding video calls please call the Hotline at 978-552-4125.

Do you feel comfortable with answering a video call or do you want to try it again?