



# Welcome to Medeo – Webinar Handout

Thank you for attending our webinar. This document provides helpful tips and instruction for users just getting to know Medeo!

## CONTENTS

HOW TO ACCESS THE WEBINAR RECORDING. ....	2
10 TIPS FOR A SUCCESSFUL MEDEO SETUP . ....	2
Tips for the Entire Office/ Clinic . ....	2
Tip 1 - Install Google Chrome . ....	2
Tip 2 – Bookmark Medeo as a Browser Favorite. ....	3
Tip 3 – Have dual computer monitors . ....	4
Tip 4 – Quality and reliable internet connection. ....	4
Tips for Hosting Great Virtual Appointments. ....	5
Tip 5 - Have a good webcam and headset . ....	5
Tip 6 – Perfect your 'Backdrop' . ....	5
Tip 7 – Good vs Bad Lighting. ....	5
Tip 8 – Positioning your webcam . ....	6
Tip 9 – Do a Test Run . ....	6
Tip 10 – You might need to coach your Patients a bit . ....	7
Bonus Tip! 11 – Mute your computer notifications. ....	7
MEDEO FAQ . ....	7
How does Medeo compare to other messaging/ video platforms available?. ....	7
What does the Integration with Accuro EMR Look like? . ....	7
How do I add a New Patient? . ....	8
TROUBLESHOOTING AND SUPPORT . ....	9
Clinic Support. ....	9
Online and Dial-In Support . ....	9
Support for your Patients. ....	9
Online Support . ....	9

# Welcome to Medeo

## HOW TO ACCESS THE WEBINAR RECORDING

To access the recorded version of this webinar, use this link:

<https://attendee.gotowebinar.com/recording/1863835342789342465>

## 10 TIPS FOR A SUCCESSFUL MEDEO SETUP

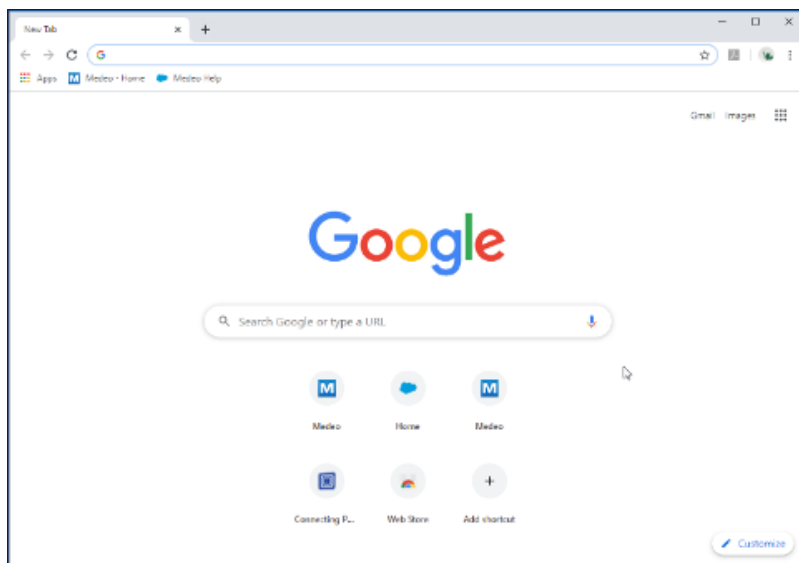
Here are 10 tips that promote a Successful Medeo Setup and encourage long term adoption of the Medeo Application.

### TIPS FOR THE ENTIRE OFFICE/ CLINIC

#### Tip 1 - Install Google Chrome

Medeo works using a variety of internet browsers, however Google Chrome is the only officially supported browser. If you are not already using Google Chrome, you will need to download it. For users who need help downloading Google Chrome, follow these steps:

1. Open an existing internet browser (Explorer, Firefox, Safari, etc.)
2. Head to Google:  
[www.google.com](http://www.google.com)
3. In the Google Search box, type (or copy and paste):
  - a. "How to download Google Chrome"
4. Follow the Instructions Google Presents to you. This may be different depending on the type of computer you are using (Windows, MAC, Linux, etc.)
5. Once the download is complete, make sure to use this browser every time you want to use Medeo.



## Tip 2 – Bookmark Medeo as a Browser Favorite

We want to make getting into your Medeo account and accessing your messages and appointments as quick as possible. That's why we're suggesting you Bookmark Medeo as one of your Chrome Browser favorites.

To bookmark Medeo as a Favorite to your Chrome Browser:

1. Open Chrome, and navigate to the website you would like to save as a favorite

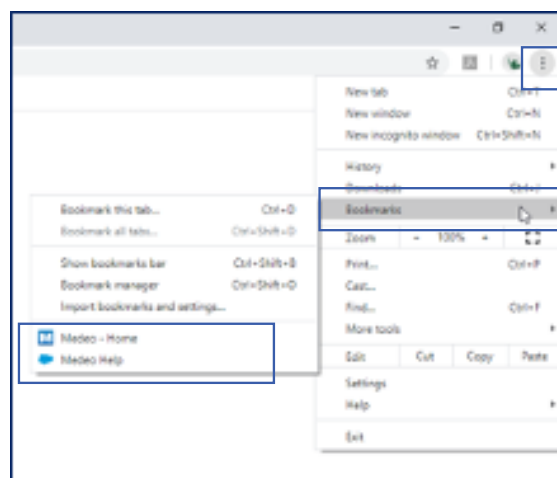
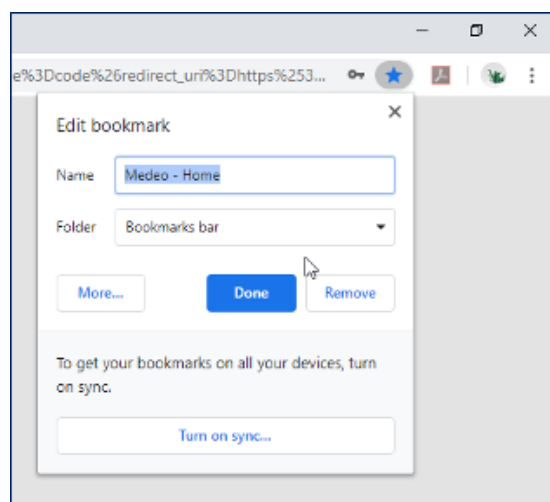
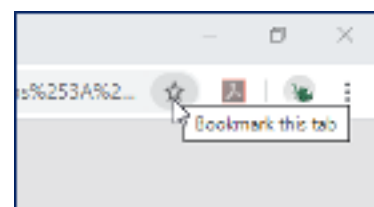
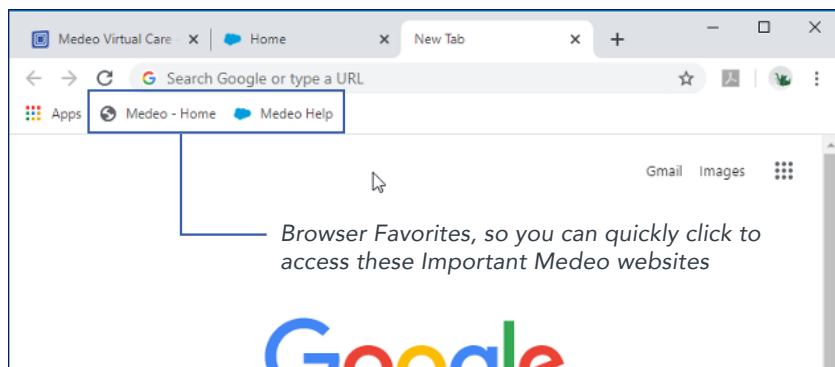
- a. In this case, <https://provider.medeohealth.com/>

2. In the top right corner of your Chrome Browser, select the Star icon (hovering over should display 'bookmark this tab')
3. The 'Edit bookmark' popup will display. We recommend you title your bookmark something specific, for example "Medeo Home", "Medeo Account", "Medeo Login", or "Medeo Clinic"
4. Press 'Done' when you are happy with your title
5. Close your Chrome Browser completely, and reopen to see your bookmark created with your new Medeo favorite!
6. To edit any of your existing bookmarked favorites:

- a. Head to the 3 dots in the top right of your Chrome Browser,
- b. Select 'Bookmarks'
- c. Your favorites will display in the list

The other favorite saved to my Bookmarks titled 'Medeo Help', links to our Medeo Support page: <https://qhrtechnologies.force.com/help/s/>

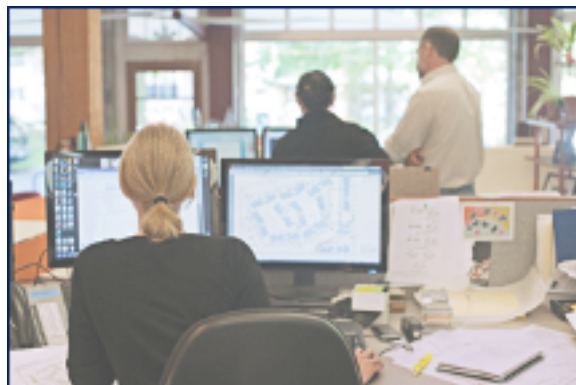
Add this as a favorite too using these same steps!



### **Tip 3 – Have dual computer monitors**

As they say, two is better than one. If you and/or your office support team aren't already using two monitors per workstation, here are a couple benefits to keep in mind:

- Increased Productivity
  - Time saved by using two monitors is said in some cases to increase productivity by 20-50%
- Better multitasking
- Easier cutting and pasting



In Medeo's case, having dual monitors can greatly assist when navigating between Medeo and your Clinic EMR or Billing System. For Providers making Virtual Appointments, having more than one monitor can be very helpful when making chart notes and populating prescriptions.

#### ***Split your Screen***

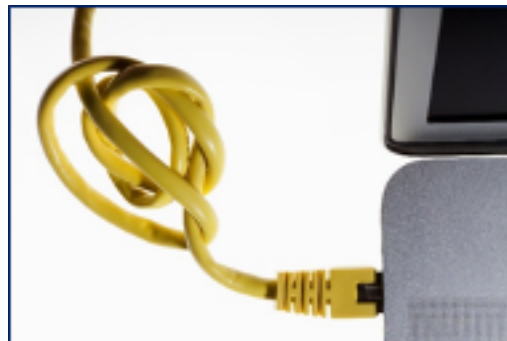
For those that need to make do with one monitor (or those with two already looking to add another), here are some helpful YouTube Videos that demonstrate how to 'Split your screen':

- Windows      <https://www.youtube.com/watch?v=m2Gp5K9SZBE>
- Mac            [https://www.youtube.com/watch?v=G\\_ISIJ86FSw](https://www.youtube.com/watch?v=G_ISIJ86FSw)

### **Tip 4 – Quality and reliable internet connection**

To ensure Medeo is working as it should, you will need to have quality internet with a reliable Internet Connection. If you find your internet is choppy on a good day without Medeo, then running Medeo on top of your current usage won't help it improve.

If you will be hosting Virtual Appointments, we strongly recommend the computer/ laptop being used for the appointments maintain a hard-wired connection during visits. If you must use wireless internet, encourage your coworkers to be mindful of their usage during video appointments.



For a full list of System Requirements, search our Medeo support articles:

<https://qhrtechnologies.force.com/help/s/>

## TIPS FOR HOSTING GREAT VIRTUAL APPOINTMENTS

The following tips will help you be successful in hosting high quality, engaging Virtual Appointments with your Clients and Patients.

### Tip 5 - Have a good webcam and headset

When it comes to Webcams, it's good to have something you can move and adjust as opposed to adjusting your entire laptop. We recommend you go online and order a good webcam (something with verified reviews that won't break the bank, webcams at lower costs can still be great quality).

As for your how you will hear your patient and how your patient will hear you, regular earbud headphones have come a long way and should work fine. Just try not to use your computer audio because it will pick up all the feedback and echo throughout your room.

### Tip 6 – Perfect your 'Backdrop'

Before starting a Virtual Appointment, take some time to choose the right background. It's not ideal to have a background packed with things because it can be really distracting to your patients. Setting a clean background will allow patients to focus fully on you, and by doing so – will set a good example for your patients that you also expect their backgrounds be clear of similar distractions as a courtesy to you.

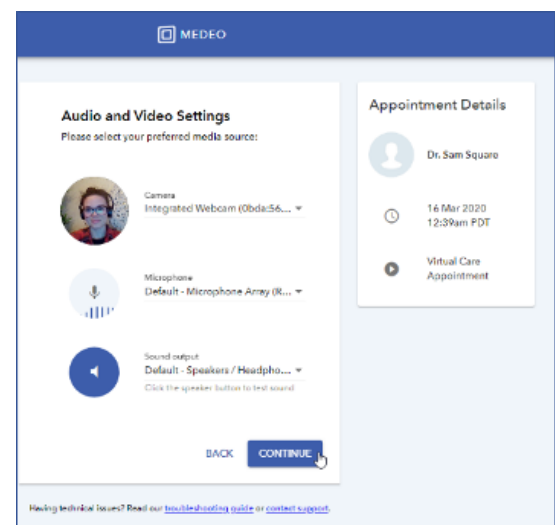


### Tip 7 – Good vs Bad Lighting

When it comes to choosing the spot to host your Virtual Appointments from, lighting is key. If you host your visits while sitting in front of a window then chances are, no one will be able to see you properly. One reason many people say they don't look good in a Virtual Appointment is due to bad lighting.

Our solution to this is simple, you'll need a light source that brightens your face, positioned in front of you.

*Tip: Keep in mind the angle of the light, if it comes from a lower position to your face, your video call might look like "horror story time."*



Here is a great YouTube video for more helpful tips and suggestions

<https://www.youtube.com/watch?v=FMex-9FyljU>

Medeo allows you to test your webcam settings prior to beginning every appointment. Use this opportunity to place your desk lamp in a few different positions, while looking on your webcam, and choose the best one before starting the conference.

### **Tip 8 – Positioning your webcam**

The angle of your camera can have a significant impact on the way you will look during your appointment. We recommend having an external webcam because it gives you more control over the position and angle. If you are using a built-in camera, you can always adjust your monitor or screen position.

Keep the camera in-line with your eyes and capture your face and part of your upper body in the frame. When talking, try to look at the camera, and not the screen. This will make your patient feel as though you are speaking right to them.



### **Tip 9 – Do a Test Run**

As with any online live activity that requires live streaming (such as Virtual Appointments, or game streaming), testing is crucial. Test all your gear and do a test run. Get your coworkers to create their patient accounts, send each other a couple secure messages, and host some Virtual Appointments.

This is a good opportunity to perfect your lighting, audio, webcam settings, and backdrop.



Remember, Medeo does not allow for duplicate email addresses. Any patient accounts will need to be created using different email addresses from the ones registered to your work account.

Have fun with your test appointments! Practice is key.

### ***Tip 10 – You might need to coach your Patients a bit***

New technology is exciting, but like anything new will take some time to get to know and become comfortable with and your patients may need some support and coaching through the process. Help prepare them in advance for their visit; if you can, offer a 'test appointment' with the clinic support staff if there is resourcing available. Investing time to encourage a positive patient experience using Virtual Appointments will go a long way in the time saved by both the patient and the provider from avoiding unnecessary in-person visits.

### ***Bonus Tip! 11 – Mute your computer notifications***

Give your patient your undivided attention the same as you would if you were physically in the office together. If you're able to, we recommend looking into temporarily muting your computer notifications during Virtual Visits.

## **MEDEO FAQ**

### **HOW DOES MEDEO COMPARE TO OTHER MESSAGING/ VIDEO PLATFORMS AVAILABLE?**

- Great question! Here are a couple differences between Medeo and other Messaging and Video hosting programs available right now:
- For one, we offer integration with Accuro - Canada's largest single platform EMR
- All Patient data shared in messages never leaves Canada, unlike other online messaging platforms. Our proprietary data and computer infrastructure are wholly owned and managed by QHR Technologies, located at two secure data centers in Toronto, ON and Calgary, AB.
- Provinces have relaxed their rules for the time being, but we expect those to be tightened up. Medeo meets the criteria for virtual care outside of the Pandemic.
- We are seeing patients adopting this technology and believe their expectations for care will change for the future. We see Medeo as a long-term solution.
- Direct Connection/Peer to Peer. Everything is encrypted end to end, and no middleware server. No patient history is recorded on any servers
- Client - Server - Hub and spoke network: Other platforms have these nodes with all of their information through servers which means it's not encrypted

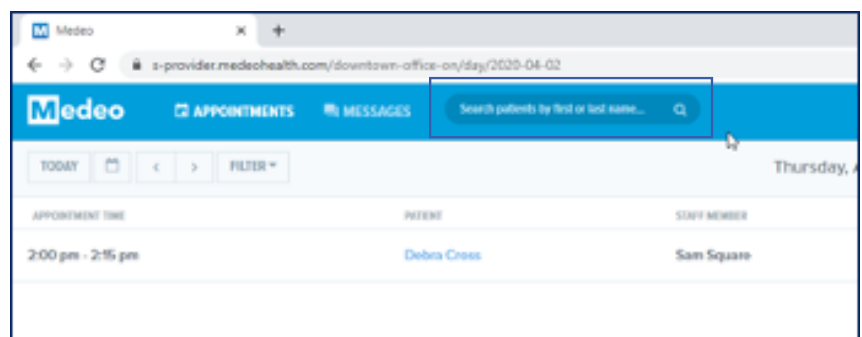
### **WHAT DOES THE INTEGRATION WITH ACCURO EMR LOOK LIKE?**

- Instead of logging in to Medeo to read and reply to your Secure Messages, you can do this all in Accuro.

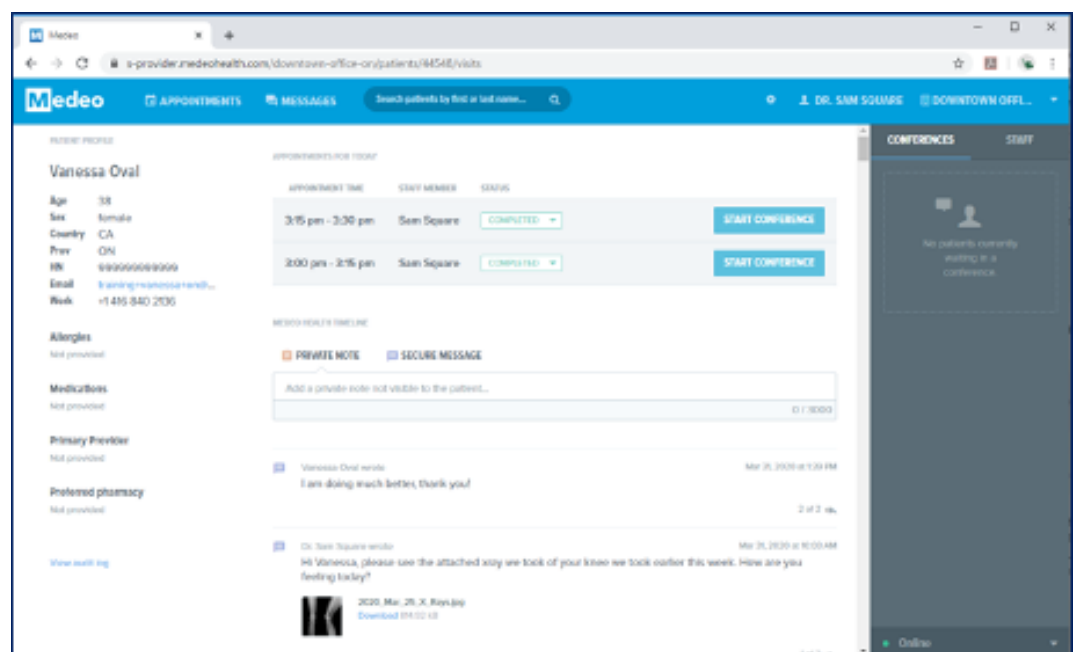
- You can pull Patient email addresses right from Accuro
- Start a Patient Message right from EMR (attach and send quickly to the patient)
- Pull Query reports and mass message all the patients in your database
- Read receipts! See the day and time the patient has opened and read your message
- Medeo is the same platform that powers Online Booking. Clinics using Online Booking will be able to see these benefits

## HOW DO I ADD A NEW PATIENT?

- You may be used to an EMR or other program that typically has a 'Patients Section' of some sort and are searching for this area in order to add your new patients. However, to add a new patient into Medeo, all you need to do is initiate the message conversation or book a virtual appointment. Medeo will save the information you have input and link it to the patients account once they register.
- To see your patient's Medeo information, access their Patient Profile by navigating to the Search box along the top of your Medeo window and typing your patients first or last name, then select them from the list that displays.



Here is an example of a Patient Profile in Medeo:



## TROUBLESHOOTING AND SUPPORT

### **CLINIC SUPPORT**

#### ***Online and Dial-In Support***

<https://qhrtechnologies.force.com/help/s/>

**1-855-503-8455**    5am-5pm PST M-F

### **SUPPORT FOR YOUR PATIENTS**

#### ***Online Support***

<https://qhrtechnologies.force.com/patient/s/>