

Video consultation

Instructions for the patient

You do not need to come to the doctor's office in person if you and your doctor have agreed that your next (repeated) consultation will be online. For a video consultation, proceed as follows.

Prerequisites for video consultation:

- You are signed up for a consultation and have received a confirmation letter to the e-mail address provided during registration.
- You have a device with an Internet connection (laptop or desktop computer), working speakers, a microphone and a camera.
- You use one of the following web browsers: Google Chrome, Firefox, Edge, Safari (Mac).
- You are able to use Mobile-ID, Smart-ID or an ID-card for identification.

NB! The video consultation may not work on other devices and web browsers.

Before the video consultation

After booking a video consultation, the patient is sent an e-mail confirming the booking with a link to join the video consultation at the agreed time.

A reminder will be sent to the same e-mail address with the same link at least 24 hours before the consultation.

To start a video consultation:

- Open the link provided in the email in one of the supported browsers.
- Log in with the suitable personal identification method (Mobile-ID, Smart-ID or an ID card). If none of these options are available, log in with the document number used during registration.
- The web browser will then ask for permission to use your microphone and camera. To participate in the video consultation, you must select "Luba"/"Allow". If you do not allow the use of the camera and microphone, you cannot participate in the video consultation.
- After you have given your permission, you will be sent to the pre-consultation window, where you can check the microphone and camera settings and change them if



necessary. The pre-consultation window also shows you the time left until the start of the consultation. To join the video consultation, press "Liitu videokonsultatsiooniga".

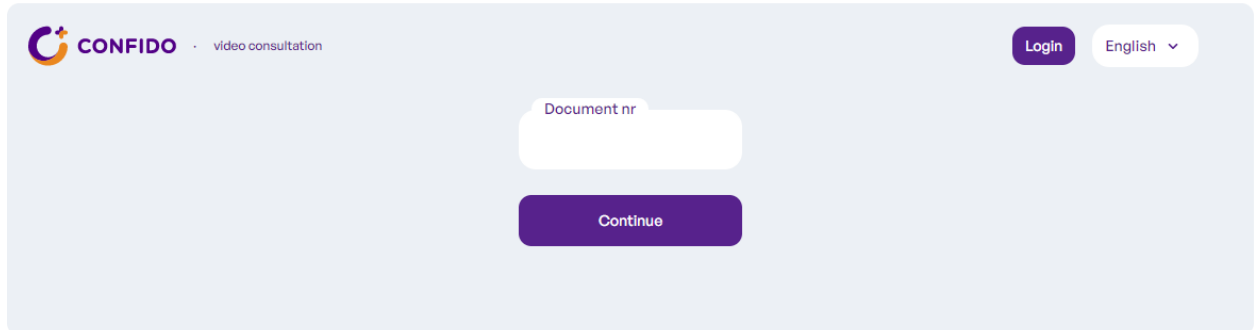
- Then the consultation window will open and you will see the videos of both you and the doctor. The name of the doctor will also be displayed on the page.
- The video consultation starts when the doctor and the patient have both entered the consultation.
- If you wish, you can temporarily turn off your microphone during the consultation (for example, in case of background noise) by pressing the microphone button.

NB!

- If the connection cuts out or freezes, open the consultation link in the confirmation letter again.
- You can join the consultation from one device and in one browser window at a time.
- If the video consultation is cut short because of technical problems, the doctor will contact you on the number provided during registration to end the consultation.
- The video consultation should be handled like an in-person one to which you go alone. Choose a safe place with no outsiders present.
- Please read the following step-by-step instructions!

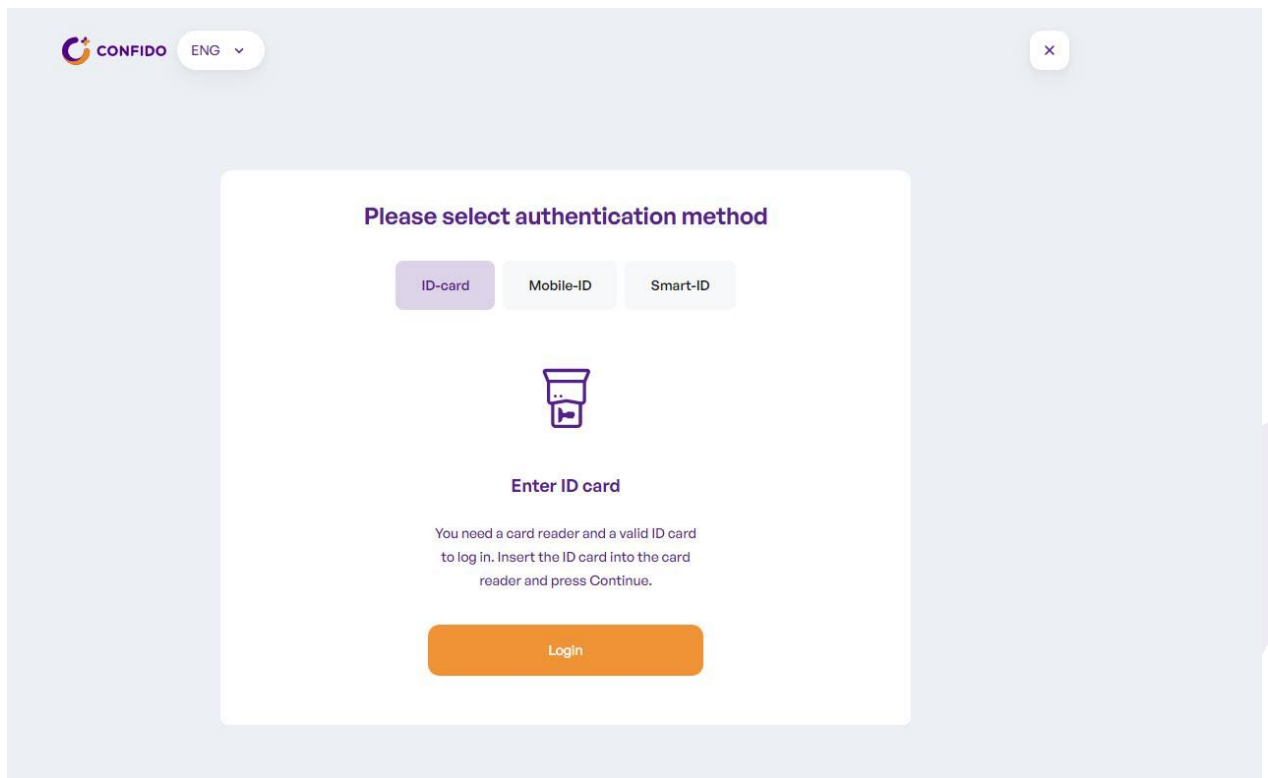


1. a) Sign in with the document number used during registration by typing it correctly into the document number field:



The screenshot shows the CONFIDO login interface. At the top left is the CONFIDO logo and the text "video consultation". At the top right are "Login" and "English" buttons. In the center, there is a text input field labeled "Document nr" and a purple "Continue" button below it.

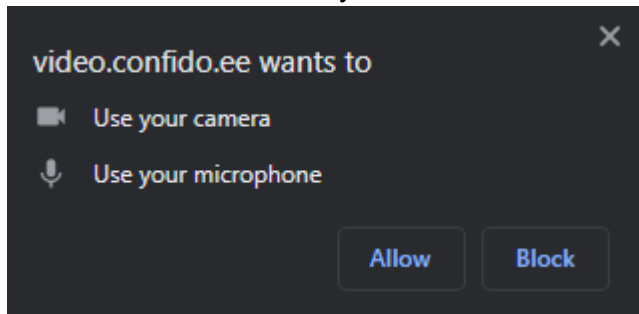
- b) If you have an Estonian personal identification number, sign in with a suitable personal identification method (Smart-ID, Mobile-ID or an ID card):



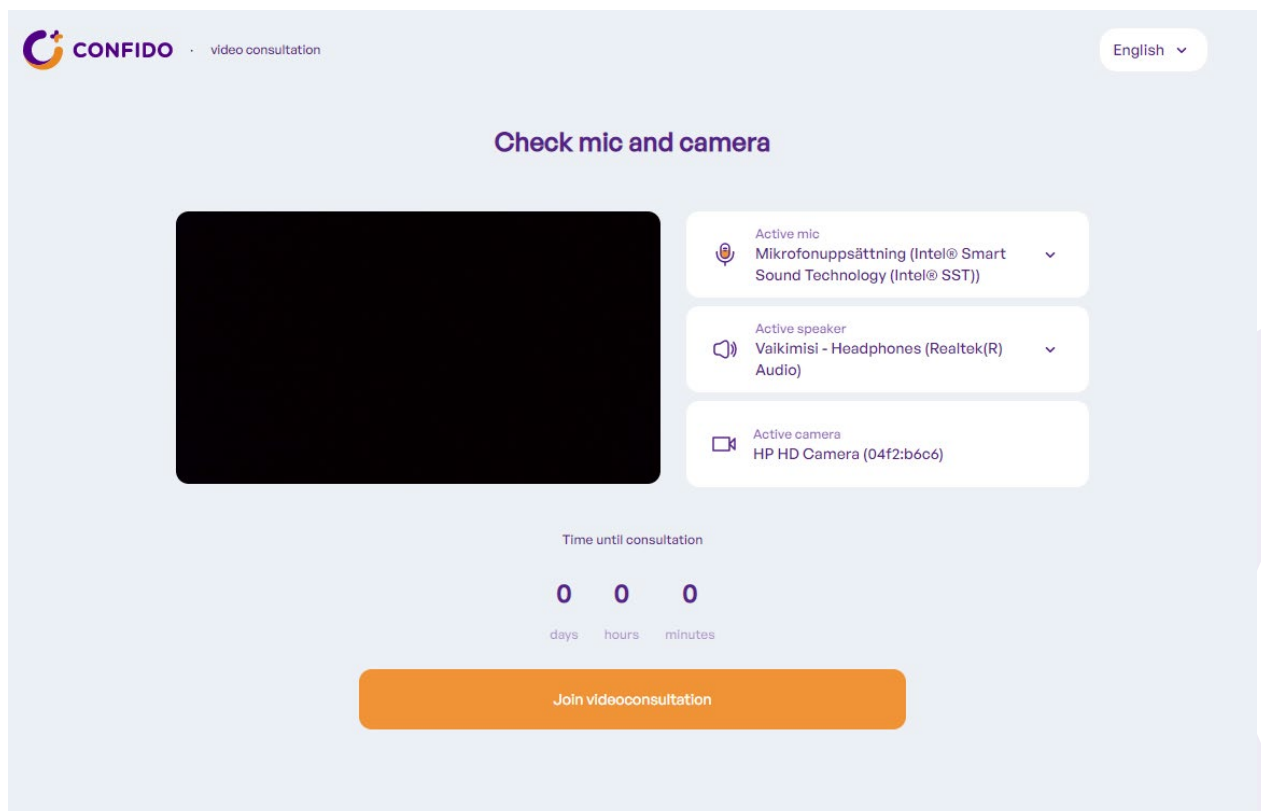
The screenshot shows the CONFIDO login interface for ID card authentication. At the top left is the CONFIDO logo and a language dropdown menu set to "ENG". At the top right is a close button "x". The main content area is titled "Please select authentication method" and contains three buttons: "ID-card", "Mobile-ID", and "Smart-ID". Below these buttons is an icon of an ID card. Under the icon, the text reads "Enter ID card" and "You need a card reader and a valid ID card to log in. Insert the ID card into the card reader and press Continue." At the bottom of this section is an orange "Login" button.



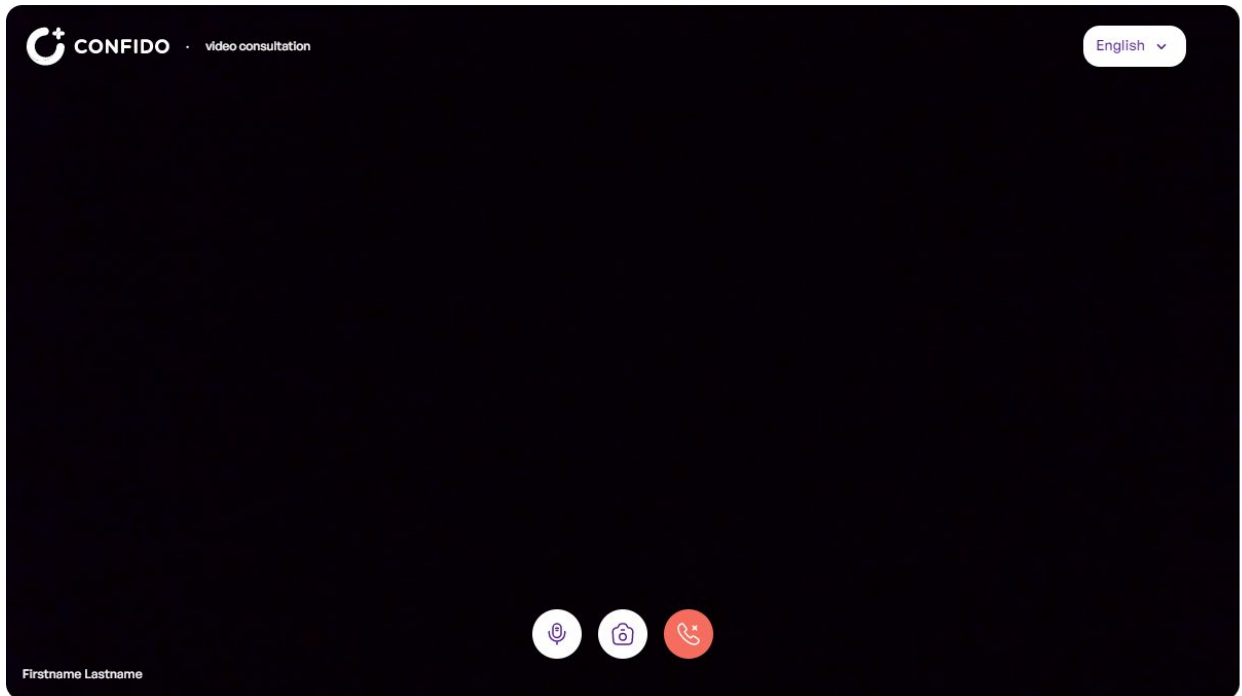
2. The web browser will ask for permission to use your microphone and camera. To participate in the video consultation, you must select "Luba"/"Allow".



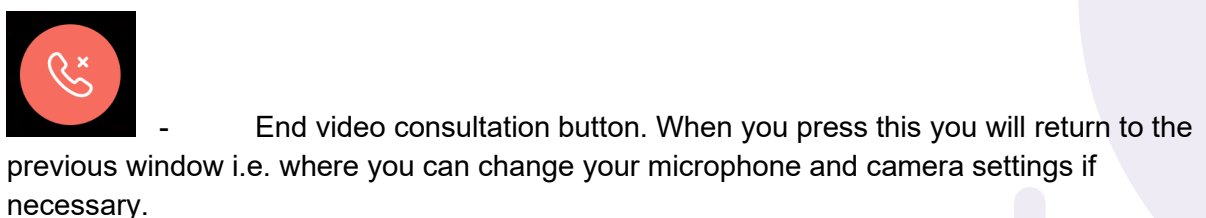
3. After you have given your permission, a new window will open. Here, you can check your camera and microphone. With a working microphone, the input level will turn orange when you say something. You will see your own image if your camera is working. The time remaining until the start of the video consultation will also be displayed in this window. To join the video consultation, press "Liitu videokonsultatsiooniga".



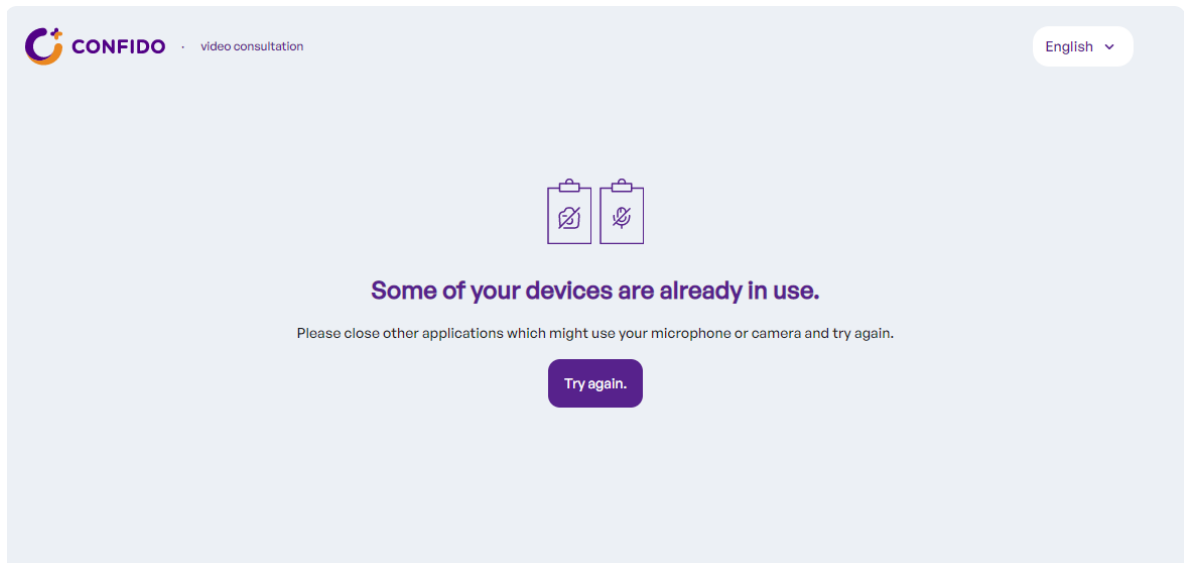
- Then the consultation window will open and you will see videos of both you and your doctor. The name of the doctor will also be displayed on the page.



- The video consultation starts when the doctor and the patient have both entered the consultation. If necessary, please wait for the doctor to arrive. You can turn the microphone and camera on/off during the consultation by pressing the microphone or camera button in the consultation window:

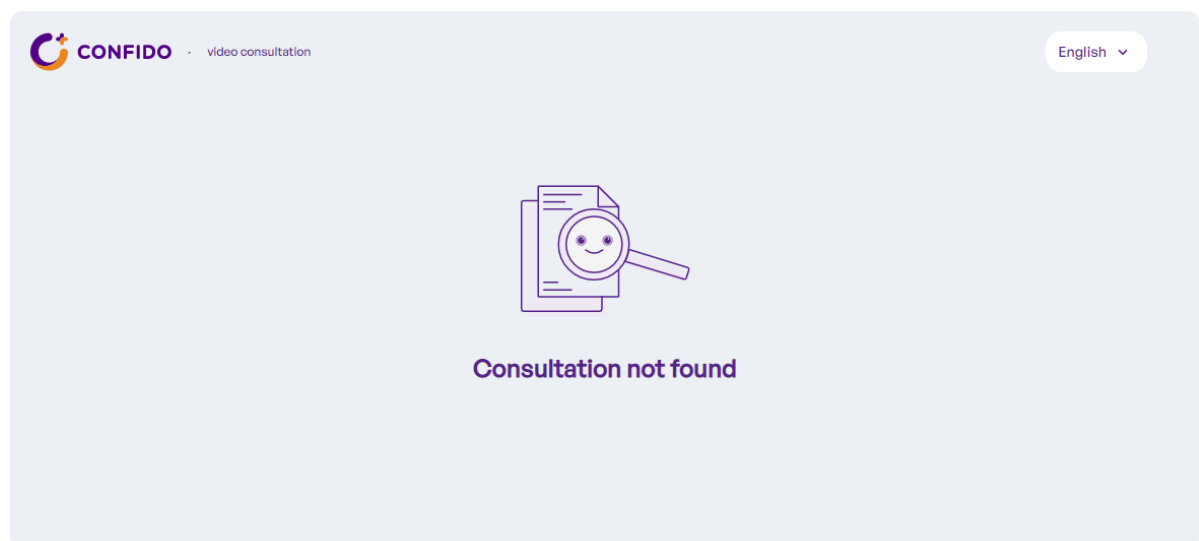


6. If you see this:



You have another application open on the same device that is using the microphone and camera. Please close the other application and press "Proovin uuesti".

6. If you see this:



There is currently no active video consultation. Please contact our customer support at 1330.

