

# MYLE TELEMED : USER GUIDE

**MEDFAR**  
SOLUTIONS CLINIQUES



## Using MYLE Telemed

MYLE Telemed is a new tool that allows you to see and hear your patient in teleconsultation through devices equipped with a camera and a microphone.

Discover our best practices recommendations here to help you optimize your remote practice with MYLE Telemed.

To learn how to initiate a teleconsultation, click [here](#).

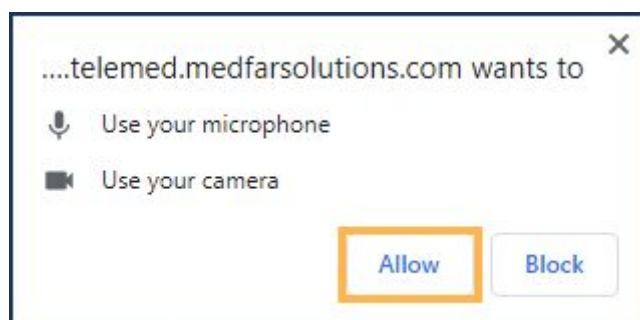
To learn how to join a teleconsultation to which a patient has already been invited, click [here](#).

The teleconsultation opens in a separate window from MYLE.

Note that in order to offer a teleconsultation to a patient, you must be equipped with a camera and a microphone. The teleconsultation window can be opened on a computer, a tablet or even a cell phone.

To ensure that the teleconsultation session is successful, if you are on an iPhone or iPad, you must use Safari as your internet browser. If you are on any other type of device, please use either Google Chrome or Safari.

Once you join the teleconsultation, a pop-up prompts you to allow your browser to access your device's camera and microphone. You must accept in order for your patient to see and hear you.

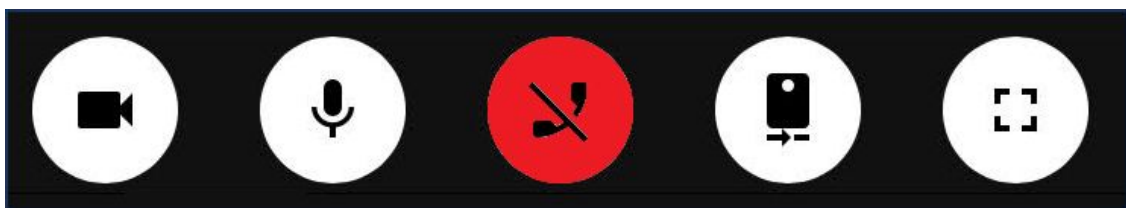


If you are working with two screens, we suggest that you maximize the teleconsultation window and open it on one of the two screens, keeping MYLE open on the other screen.

Otherwise, you can work with the two windows side by side, or switch from MYLE to the teleconsultation as needed.

The teleconsultation window contains 5 buttons that will be displayed horizontally or vertically, depending on the device you are using, and each one has a particular functionality :

- Clicking on the button with a camera will block your video transmission. You will be able to see the patient, but they won't see you anymore. Click it again to allow video transmission.
- Clicking the button with a microphone will block your audio transmission. You will be able to hear the patient, but they won't hear you anymore. Click it again to allow audio transmission.
- Clicking the red button will end the teleconsultation. Note that if you click this button by mistake, you can always rejoin the consultation again by following the steps described [here](#).
- Clicking on the button with a cell phone will change the active camera, switching between the front and the back camera, if your device has two functioning cameras.
- Clicking on the button with the frame will switch the teleconsultation window to full screen mode. Click it again to return to the default format.

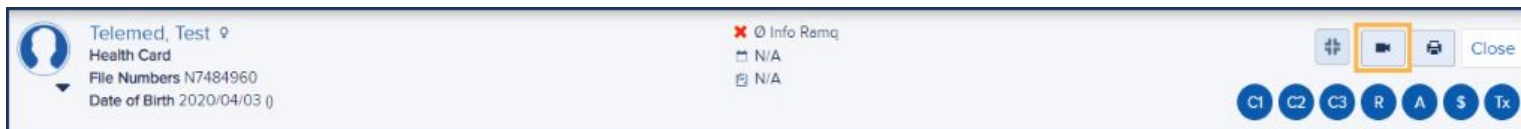


## Initiating a Teleconsultation With a Patient

Any staff member can invite a patient to a teleconsultation. However, in some clinics, health professionals will choose to invite patients to the teleconsultation themselves. In other clinics, a clerical staff member will invite the patient, and when the health professional is ready to see the patient, they can simply join the consultation to which the patient has already been invited.

To initiate a teleconsultation, follow these steps:

- 1. Go to the file of the patient you wish to invite.**
- 2. In the upper right corner of the banner, click on the teleconsultation icon illustrated by a camera.**



- A window opens.

- 3. Click on the drop-down menu labelled *Date and time of session* to select the moment at which the teleconsultation will take place.**

- Times corresponding to the patient's future appointments will appear in the list with the name of the service and the user associated with the appointment.
- You can also choose to initiate a teleconsultation with the patient immediately, whether there is a planned appointment or not.

## Consultation Medfar Téléméd

Vous vous apprêtez à envoyer une invitation pour une consultation virtuelle MYLE Téléméd. Choisissez d'abord parmi les options qui vous sont présentées la date et l'heure à laquelle aura lieu la consultation virtuelle, puis un courriel contenant toutes les informations de connexion nécessaires sera envoyé au patient à l'adresse spécifiée ci-dessous.

Date et heure de la session

Immédiatement



Personnel

Immédiatement

2020-04-06 18:30 PM Teleconsultation - 15 - : Dr z Support, z Medfar

Autres



Type

Personnel

Courriel

Entrez votre adresse courriel

Fermer

Envoyer

4. Choose the email address you want to use to invite the patient, or enter it manually in the *Email* field if it does not already appear.

## Medfar Telemed Consultation

You are about to send an invitation for a MYLE Telemed virtual consultation. First choose the date and time of the virtual consultation from the options presented to you, then an email containing all the necessary login information will be sent to the patient at the address specified below.

Date and time of the session

Immediately



Personal

myle.telemed@medfarsolutions.com

Other



Type

Personal

Email

Enter your email address

Close

Send

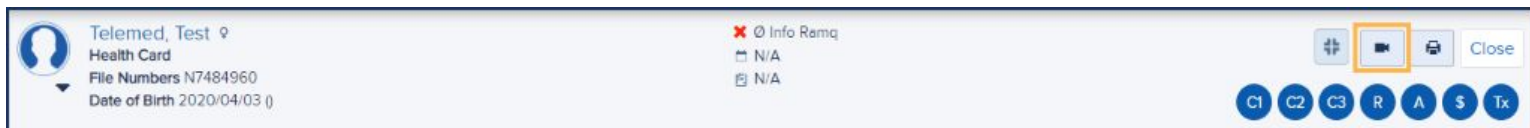
## 5. Click *Send*.

- An email containing the date and time of the teleconsultation as well as connection information will be sent to the specified address.
- A new window opens. This is the window where the patient can be seen by the attending staff.
- Click [here](#) to learn about MYLE Telemed best practices.

## Resending a Teleconsultation Invitation to a Patient

If a patient loses their login information for the teleconsultation or if the information was sent to the wrong email address, it is possible to resend an email containing this information. To do so, follow these steps:

1. Go to the file of the patient you wish to re-invite.
2. In the upper right corner of the banner, click on the teleconsultation icon illustrated by a camera.



- A window opens with the information needed to access the teleconsultation.

3. If necessary, change the moment at which the teleconsultation is set to begin using the *Date and time of session* drop-down menu.
4. If you want to resend an invitation email, choose the address to which you want to send it, or enter it manually in the email field if it does not already appear.

### Medfar Telemed Consultation

Your patient has already received an invitation for a MYLE Telemed virtual consultation, the login information to access it can be found herein below. You can always email this information back to the specified address, or enter another email address below.

To access the MYLE Telemed session, simply click on the following link and enter the activation code.

Link to MYLE Telemed <https://staging.telemed.medfarsolutions.com/conference/szagxigqjf>

Patient Activation Code **444334**

Date and time of the session

Personal

Other

Type

Email

**5. Click *Resend the invitation*.**

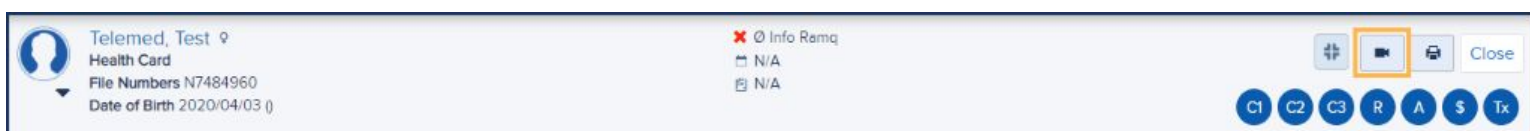
- An email containing the date and time of the teleconsultation as well as connection information will be sent to the specified address.
- A new window opens. This is the window where the patient can be seen by the attending staff.
- Click [here](#) to learn about MYLE Telemed best practices.



## Joining a Teleconsultation to Which a Patient Has Already Been Invited

If one of your colleagues has initiated a teleconsultation at an earlier time and you simply want to join it, or if you have closed the teleconsultation window by mistake, follow the steps below. Note that only one user can be in a teleconsultation at a time:

- 1. Go to the chart of the patient with whom you will be having the teleconsultation.**
- 2. In the upper right corner of the banner, click on the teleconsultation icon illustrated by a camera.**



- A window will open.

- 3. Click on the hyperlink to MYLE Telemed to open the teleconsultation window.**

### Medfar Telemed Consultation

Your patient has already received an invitation for a MYLE Telemed virtual consultation, the login information to access it can be found herein below. You can always email this information back to the specified address, or enter another email address below.

To access the MYLE Telemed session, simply click on the following link and enter the activation code.

**Link to MYLE Telemed** <https://staging.telemed.medfarsolutions.com/conference/szagxigqjf>

Patient Activation Code **444334**

Date and time of the session

Personal [myle.telemed@medfarsolutions.com](mailto:myle.telemed@medfarsolutions.com)

Other

Type

Email

- A new window opens. This is the window in which you can see your patient.
- Click [here](#) to learn about MYLE Telemed best practices.