Please Note

When seeing your doctor on Medeo,
you can only book an appointment by
directly contacting your doctor.

Having a Good Video Visit

Optimize your technology

1. A high-quality internet connection – use a wired network connection when possible and disable wireless connections. See system requirements.
2. Use high quality audio/video devices (headphones, external microphone, etc.) to prevent echo and other audio/video issues.
3. Plug each device (camera, microphone, etc.) directly into one of your computer's USB ports whenever possible rather than using an USB hub. USB ports are generally built into your flat panel monitor, or are built into your laptop's docking station.
4. If you are using a laptop, avoid running on battery—it reduces performance and video quality.
5. If your computer has a Power Plan (all Windows and Mac laptops do), choose "High Performance."
6. Make sure you have a strong connection (with Wifi or 4G LTE).
7. Stay in one place (losing Wifi or Mobile connection will drop videoconferences).

Device placement

- Camera – position your camera near your display and place the videoconference window next to the camera's location.
- Speaker/Microphone – place external microphones on your desk directly in front of you and away from your speakers.
- Lighting – position yourself so the main light source is in front of you, lighting your face.

More tips

- Turn off other devices
- For example, put your mobile in silent mode during your video conference.
- Reduce background noise
- Move to a quieter location
- Bring the microphone closer
- Mute the microphone when not speaking
- Use headphones

Message

Medeo <noreply@medeohealth.com>
Tuesday, March 25 2020 at 1:21 PM

Dr Huan Circle has invited you to a virtual appointment in Medeo.

Appointment details:

Appointment: 3:30 PM PDT on Thursday, March 26, 2020
Organization: Uptown Clinic
Healthcare Provider: Dr. Huan Circle

Medeo is a secure video conference tool that lets you and your healthcare provider connect online.

Important:

Desktop users: Please check that your audio and video are working with our Self-Test.
All users: Please log in **10 minutes** before your appointment start time.

How to get started?

1. Accept your appointment invitation
2. Sign up or log in to your Medeo account

ACCEPT YOUR APPOINTMENT IN MEDEO

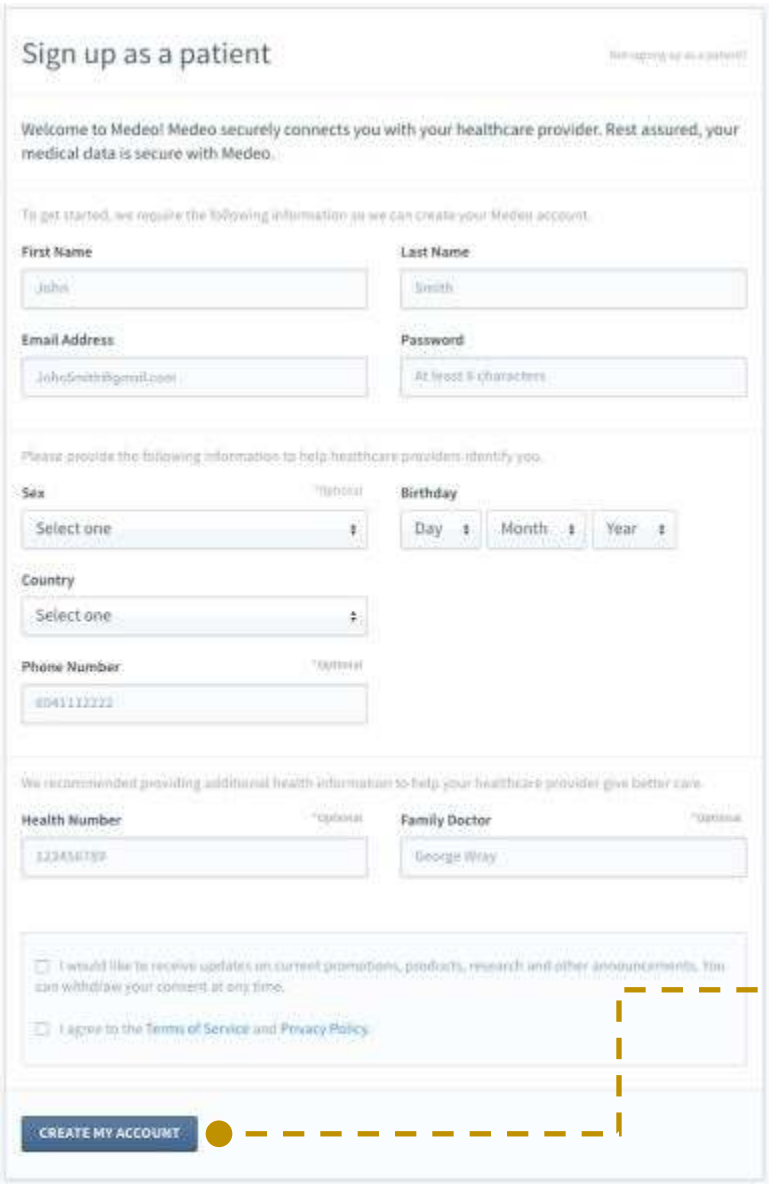
What do you need for your visit?

1. A space that's quiet and private
2. High-speed internet (Wi-Fi or LTE)
3. A computer with Google Chrome, webcam and microphone OR

Once your doctor has booked a virtual appointment with you, you will receive an email invitation sent to your inbox from Medeo.

Open the email, review the details of your appointment, and click this button to accept your appointment invitation.

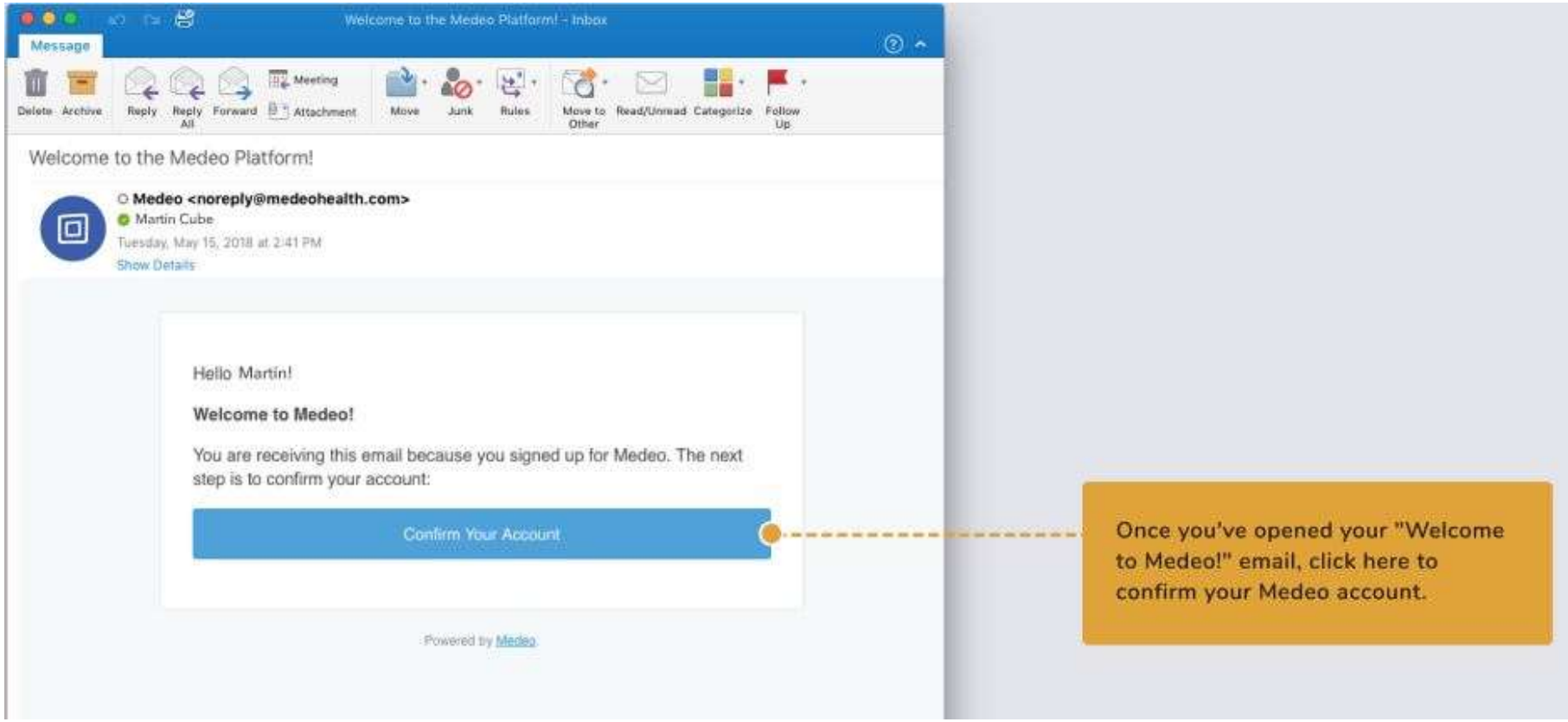
Confirm your appointment on Medeo
Hi Martin Cube,
You have an appointment scheduled with Dr Huan Circle from Uptown Clinic for Thursday, March 26, 2020 at 3:30 PM PDT.
Please confirm this appointment by following one of the links below.
CREATE A NEW MEDEO ACCOUNT
SIGN IN WITH EXISTING ACCOUNT
Click here to create a Medeo account, otherwise sign in with your existing account.

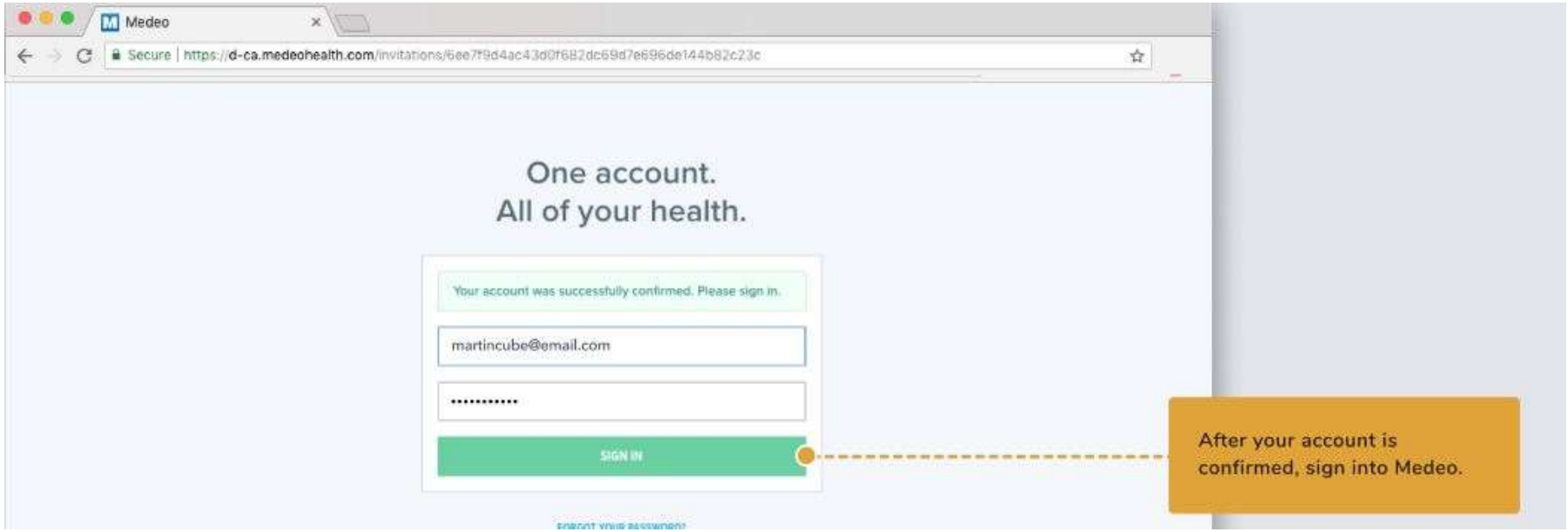


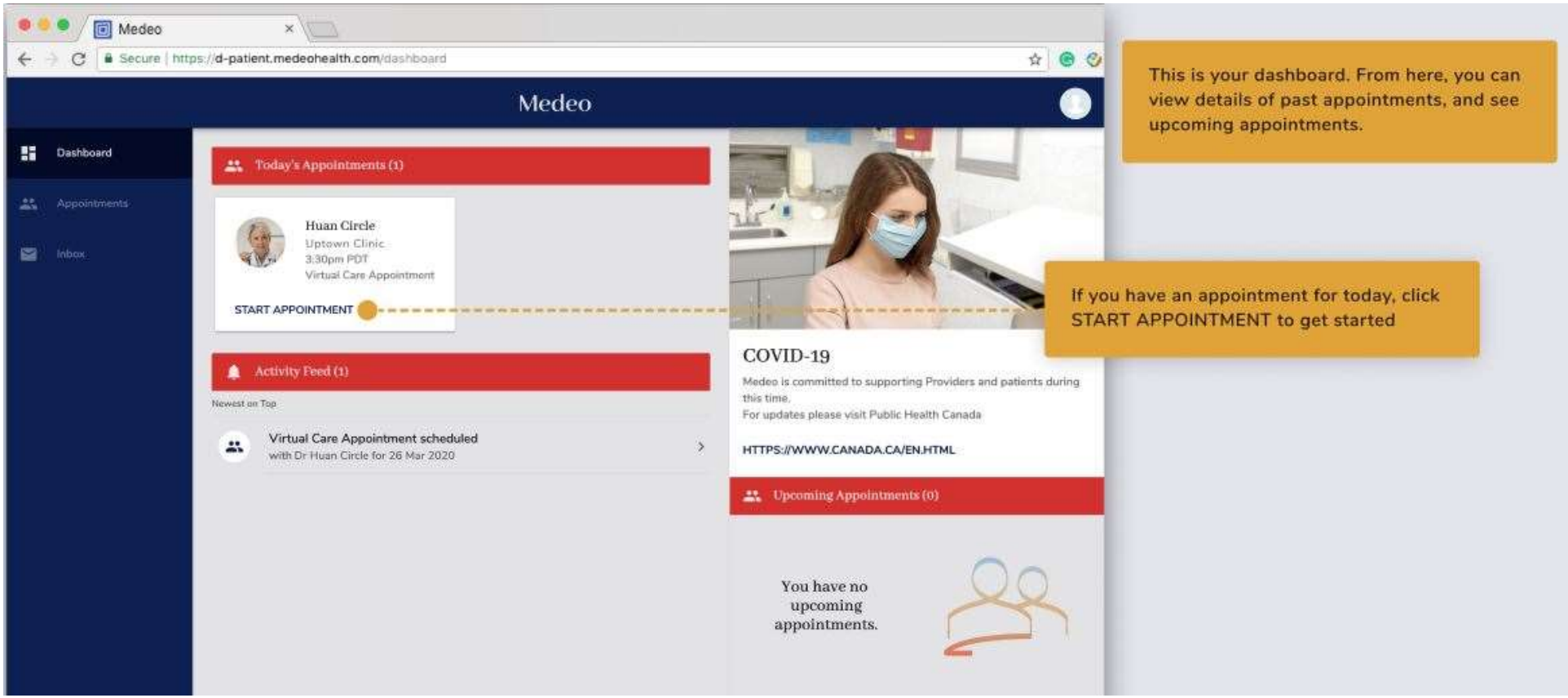
To sign up as a patient, complete the required fields on the sign up form.

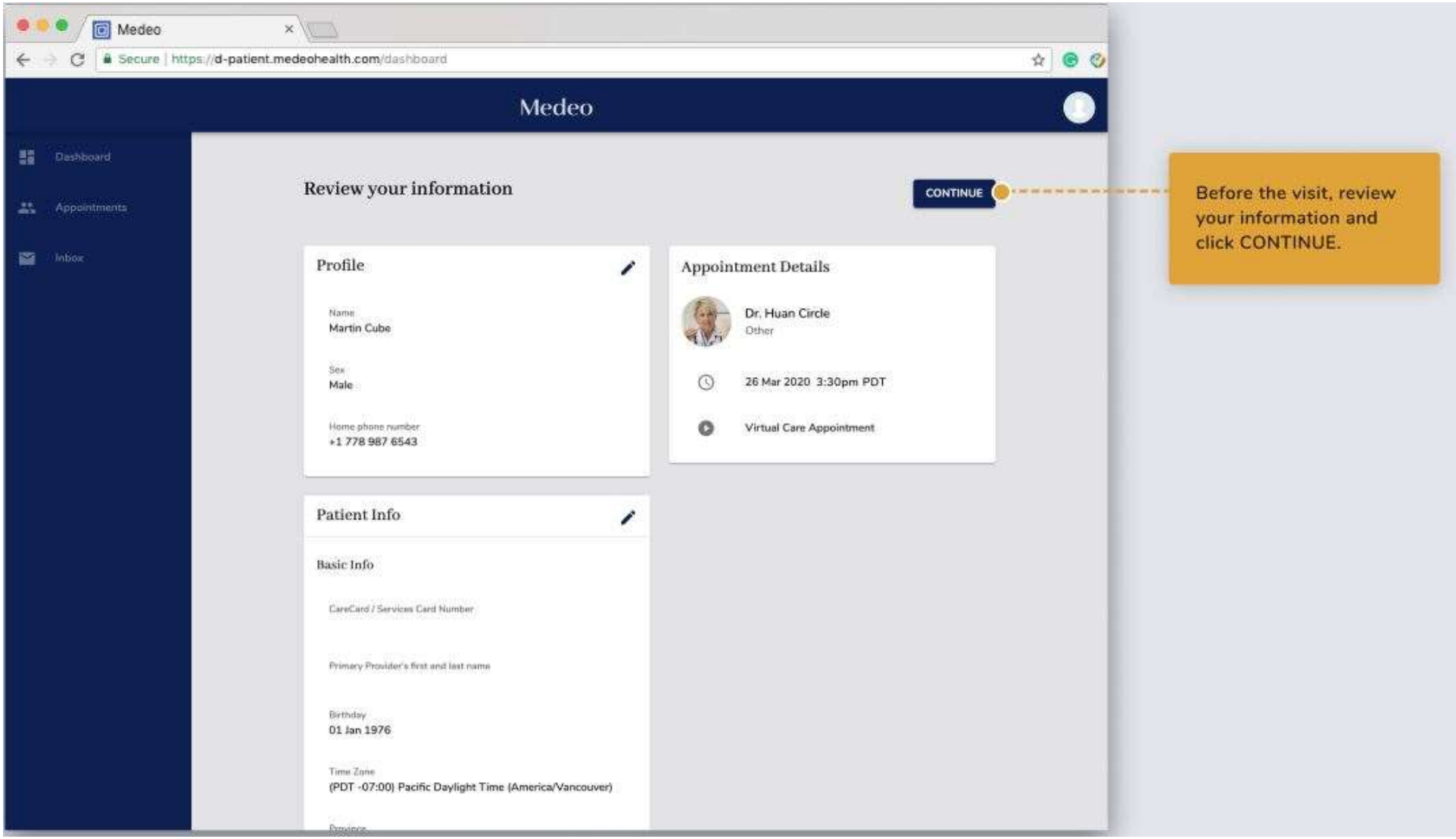
Then, indicate if you would like to receive email updates on how you can get the most out of your Medeo account and agree to the terms of service and privacy policy (this is mandatory to continue). Next, click here to create your account.

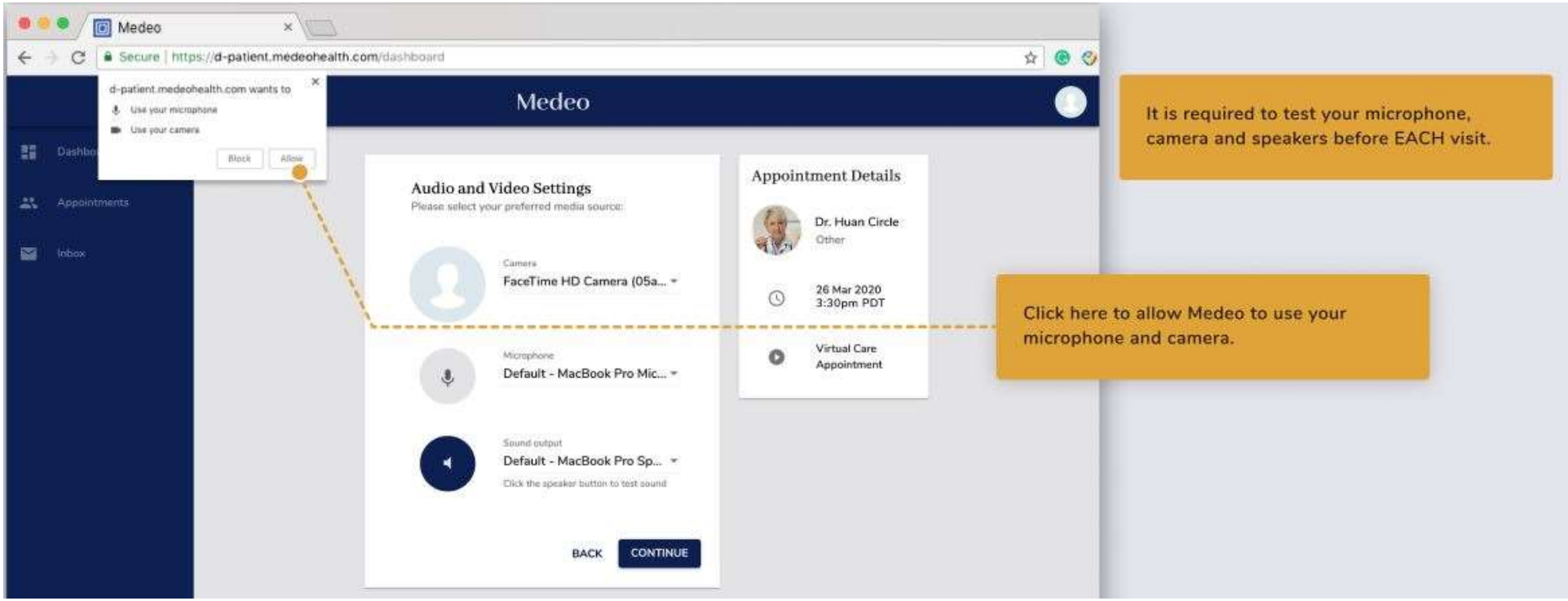
Return to your email inbox and open your confirmation email from Medeo to verify your account.

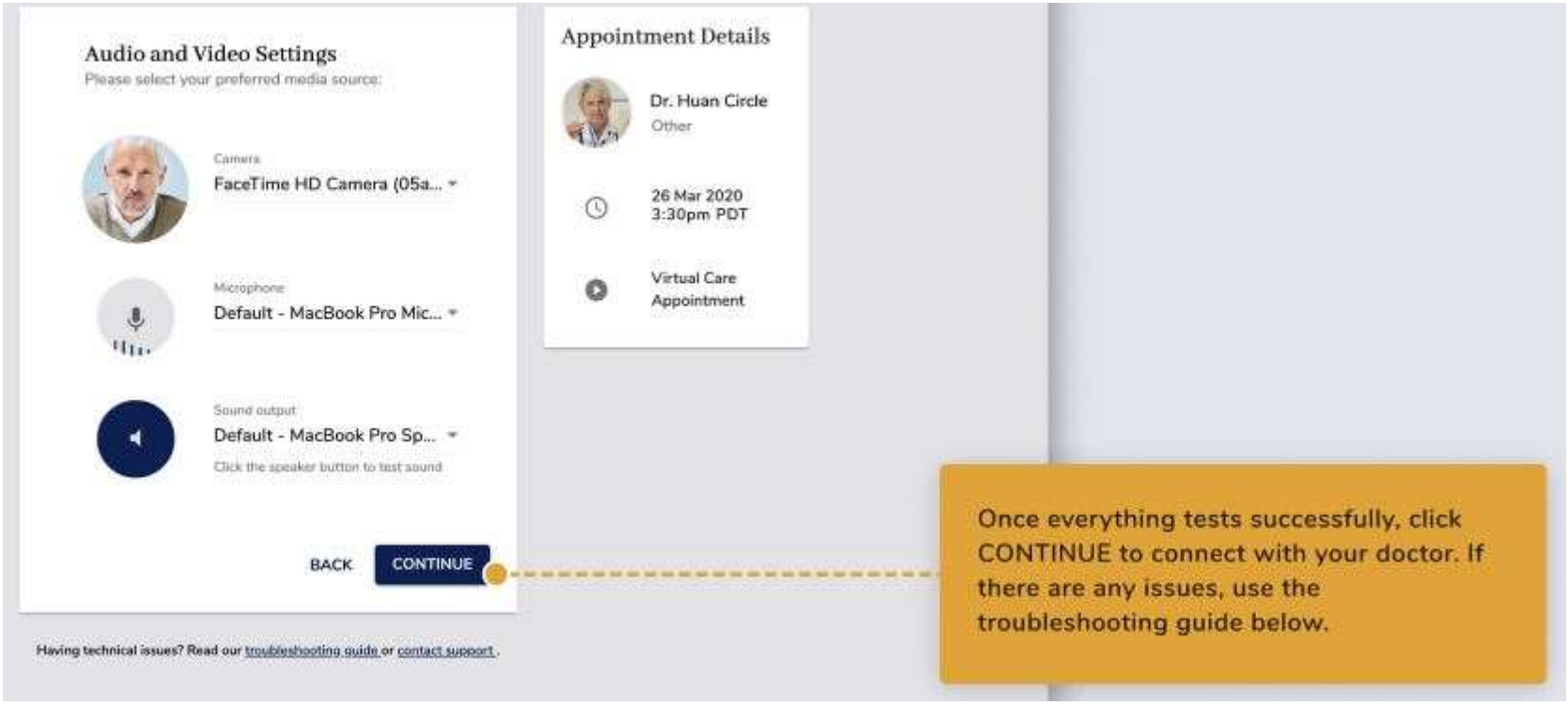

Welcome to the Medeo Platform! - Inbox
Message
Delete
Archive
Reply
Reply All
Forward
Meeting
Attachment
Move
Junk
Rules
Move to Other
Read/Unread
Categorize
Follow Up
Welcome to the Medeo Platform!
Medeo <noreply@medeohealth.com>
Martin Cube
Tuesday, May 15, 2018 at 2:41 PM
Show Details
Hello Martin!
Welcome to Medeo!
You are receiving this email because you signed up for Medeo. The next step is to confirm your account:
Confirm Your Account
Powered by Medeo
Once you've opened your "Welcome to Medeo!" email, click here to confirm your Medeo account.

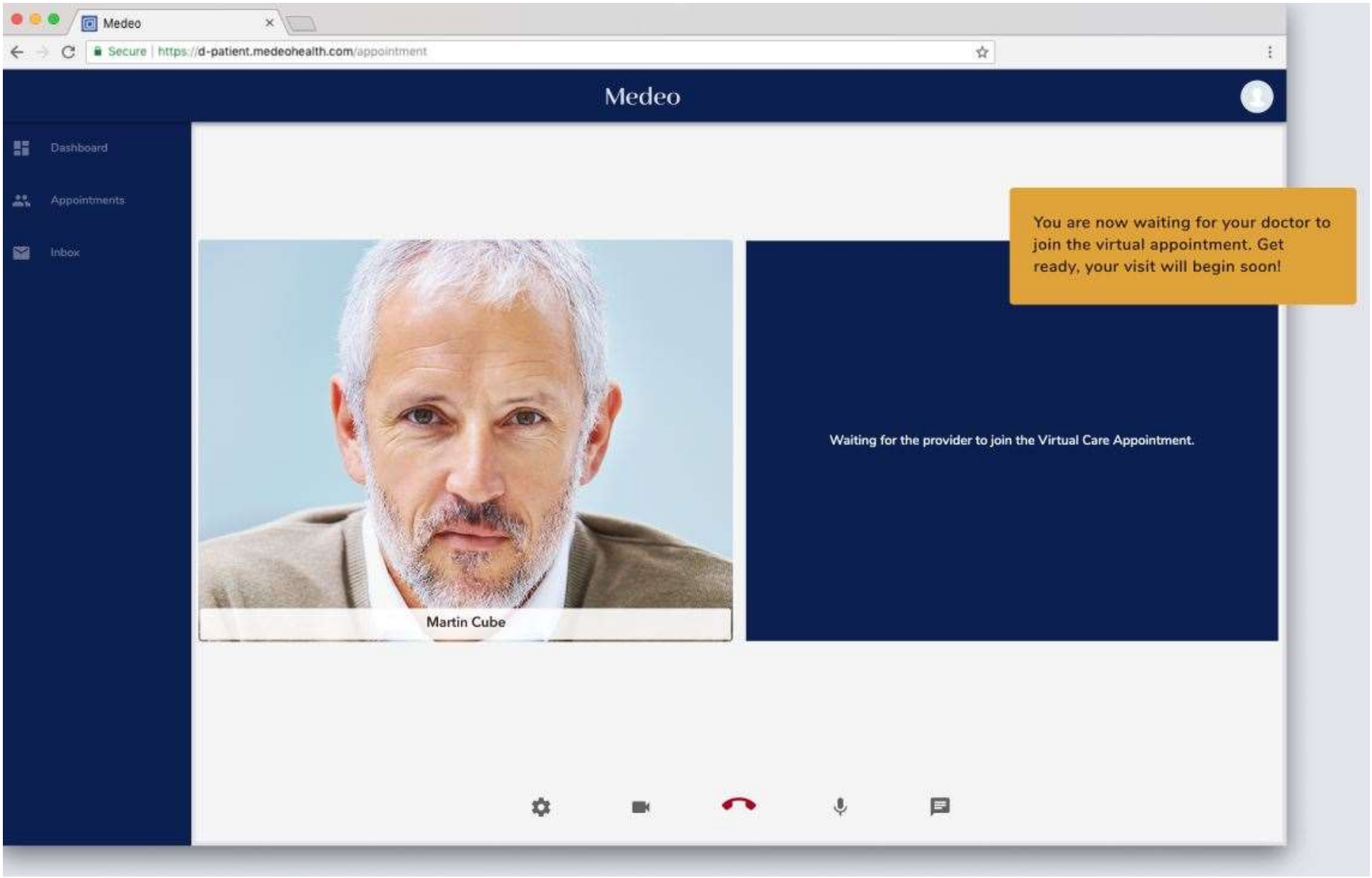

Medeo
Secure | https://d-ca.medeohealth.com/invitations/6ee7f9d4ac43d0f682dc69d7e696de144b82c23c
One account.
All of your health.
Your account was successfully confirmed. Please sign in.
martincube@email.com
SIGN IN
After your account is confirmed, sign into Medeo.


Medeo
Secure | https://d-patient.medeohealth.com/dashboard
Medeo
Dashboard
Appointments
Inbox
Today's Appointments (1)
Huan Circle
Uptown Clinic
3:30pm PDT
Virtual Care Appointment
START APPOINTMENT
Activity Feed (1)
Newest on Top
Virtual Care Appointment scheduled
with Dr Huan Circle for 26 Mar 2020
COVID-19
Medeo is committed to supporting Providers and patients during this time.
For updates please visit Public Health Canada
HTTPS://WWW.CANADA.CA/EN.HTML
Upcoming Appointments (0)
You have no upcoming appointments.
This is your dashboard. From here, you can view details of past appointments, and see upcoming appointments.
If you have an appointment for today, click START APPOINTMENT to get started

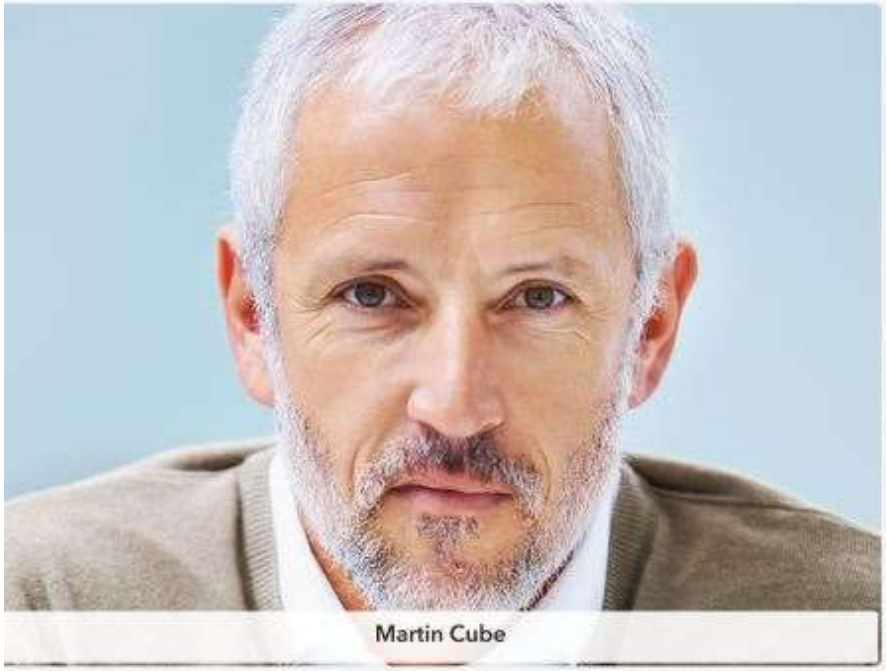

Medeo
Secure | https://d-patient.medeohealth.com/dashboard
Medeo
Dashboard
Appointments
Inbox
Review your information
CONTINUE
Profile
Name
Martin Cube
Sex
Male
Home phone number
+1 778 987 6543
Appointment Details
Dr. Huan Circle
Other
26 Mar 2020 3:30pm PDT
Virtual Care Appointment
Patient Info
Basic Info
CareCard / Services Card Number
Primary Provider's first and last name
Birthday
01 Jan 1976
Time Zone
(PDT -07:00) Pacific Daylight Time (America/Vancouver)
Province
Before the visit, review your information and click CONTINUE.


Medeo
Secure | https://d-patient.medeohealth.com/dashboard
d-patient.medeohealth.com wants to
Use your microphone
Use your camera
Block
Allow
Medeo
Dashbo
Appointments
Inbox
Audio and Video Settings
Please select your preferred media source:
Camera
FaceTime HD Camera (05a...
Microphone
Default - MacBook Pro Mic...
Sound output
Default - MacBook Pro Sp...
Click the speaker button to test sound
BACK
CONTINUE
Appointment Details
Dr. Huan Circle
Other
26 Mar 2020
3:30pm PDT
Virtual Care
Appointment
It is required to test your microphone, camera and speakers before EACH visit.
Click here to allow Medeo to use your microphone and camera.


Audio and Video Settings
Please select your preferred media source:
Camera
FaceTime HD Camera (05a...
Microphone
Default - MacBook Pro Mic...
Sound output
Default - MacBook Pro Sp...
Click the speaker button to test sound
BACK
CONTINUE
Having technical issues? Read our troubleshooting guide or contact support.
Appointment Details
Dr. Huan Circle
Other
26 Mar 2020
3:30pm PDT
Virtual Care
Appointment
Once everything tests successfully, click CONTINUE to connect with your doctor. If there are any issues, use the troubleshooting guide below.

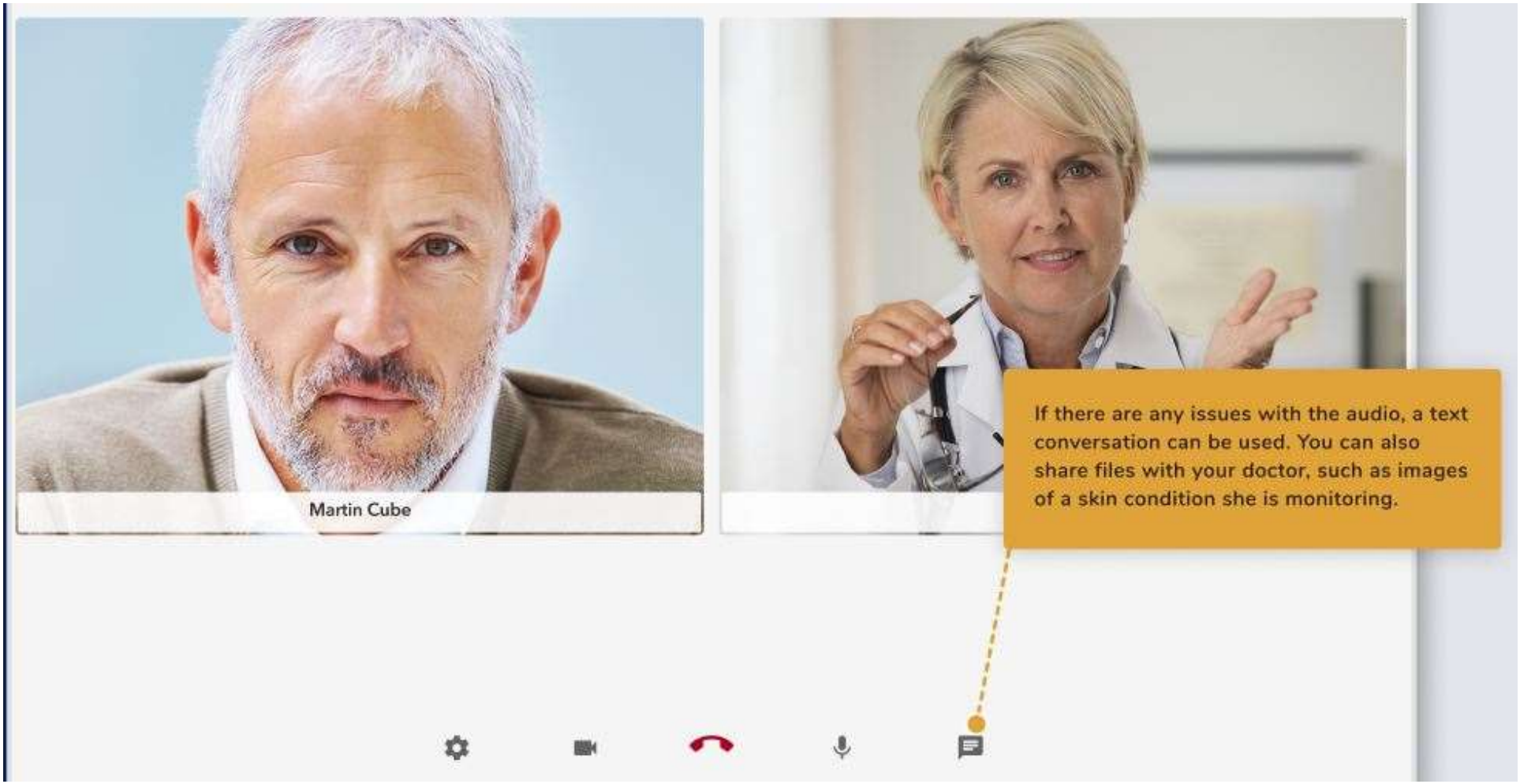

Medeo
Secure | https://d-patient.medeohealth.com/appointment
Medeo
Dashboard
Appointments
Inbox
You are now waiting for your doctor to join the virtual appointment. Get ready, your visit will begin soon!
Martin Cube
Waiting for the provider to join the Virtual Care Appointment.

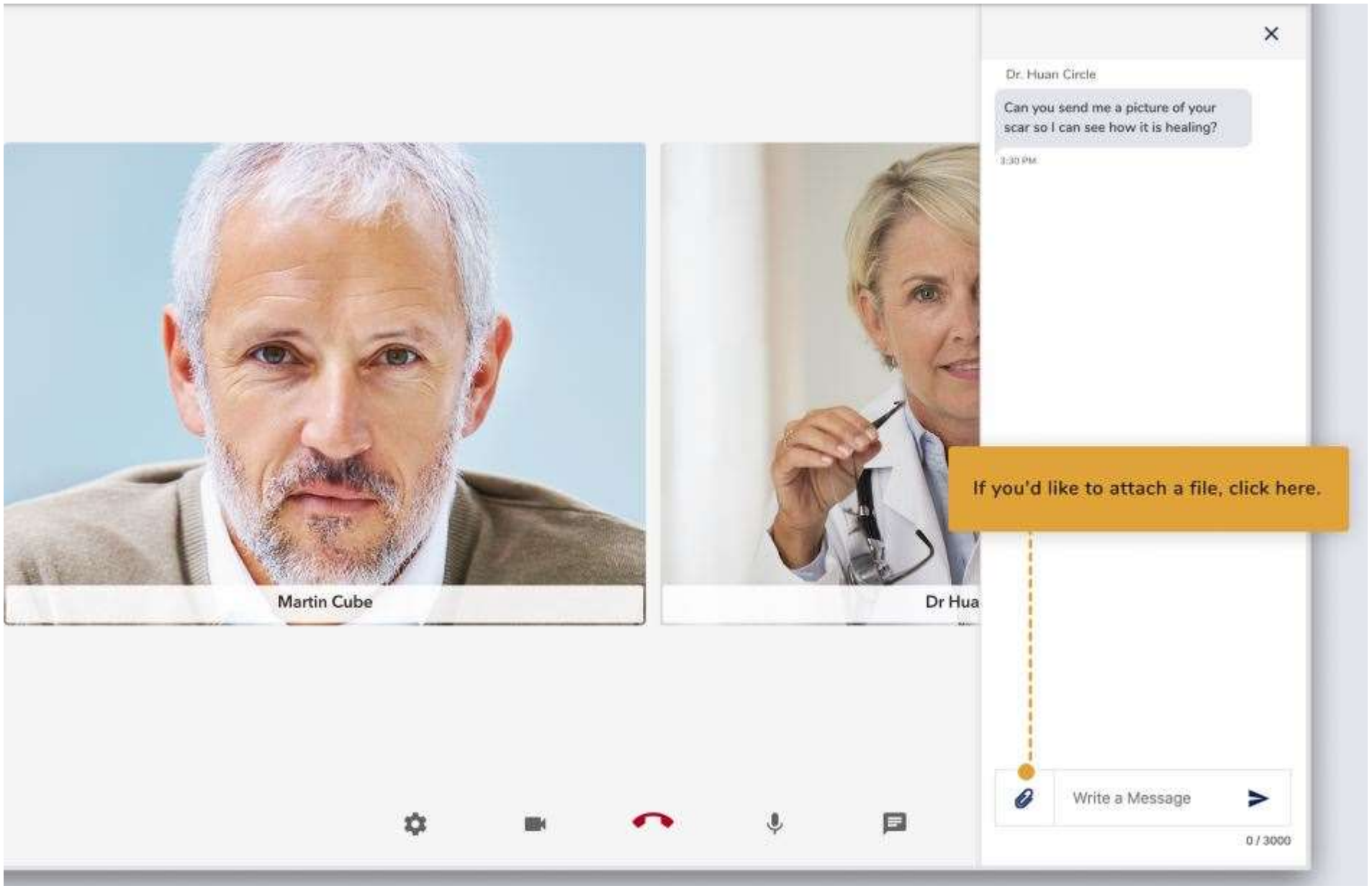
Your visit begins when your doctor enters the room.

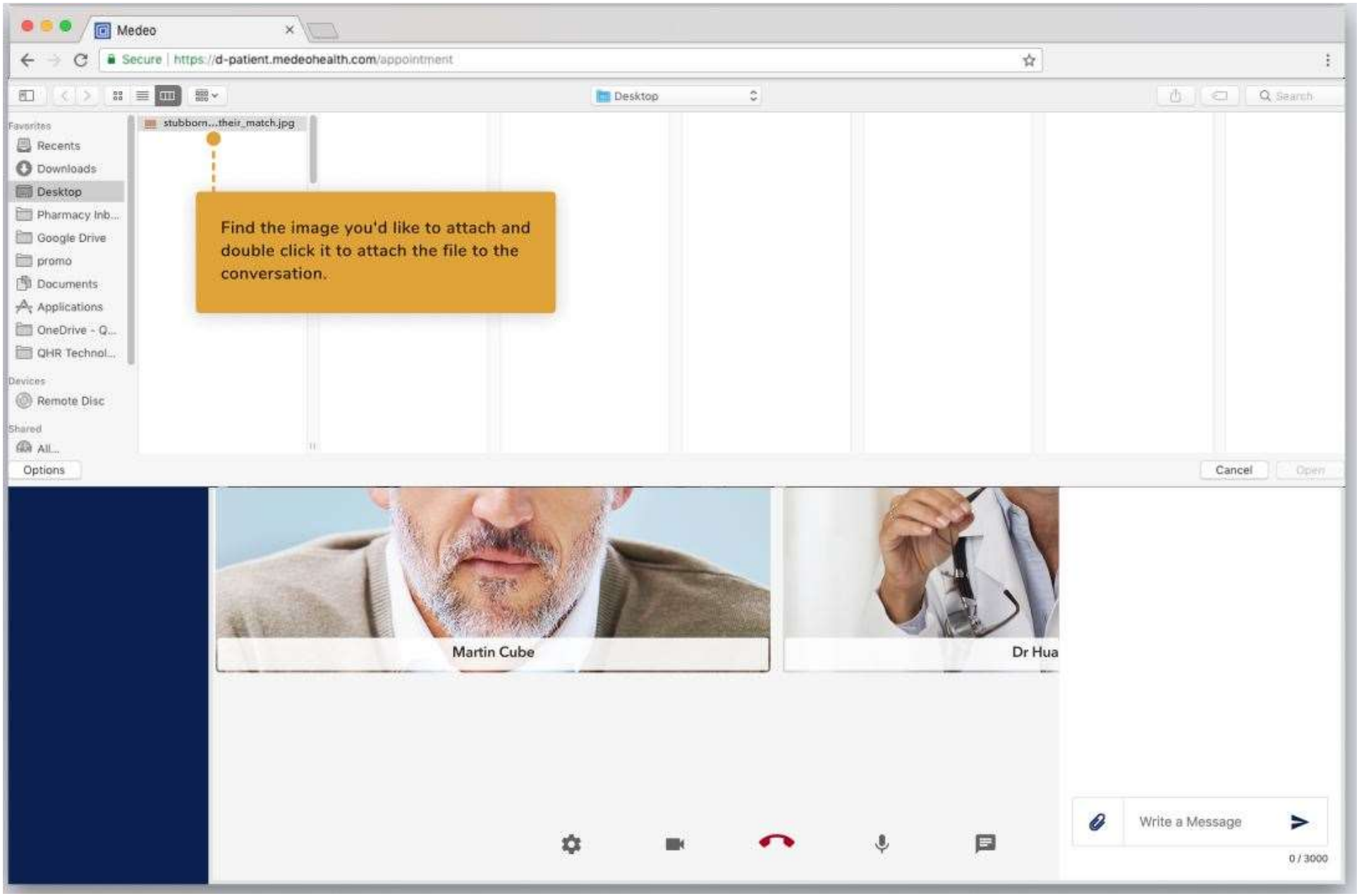


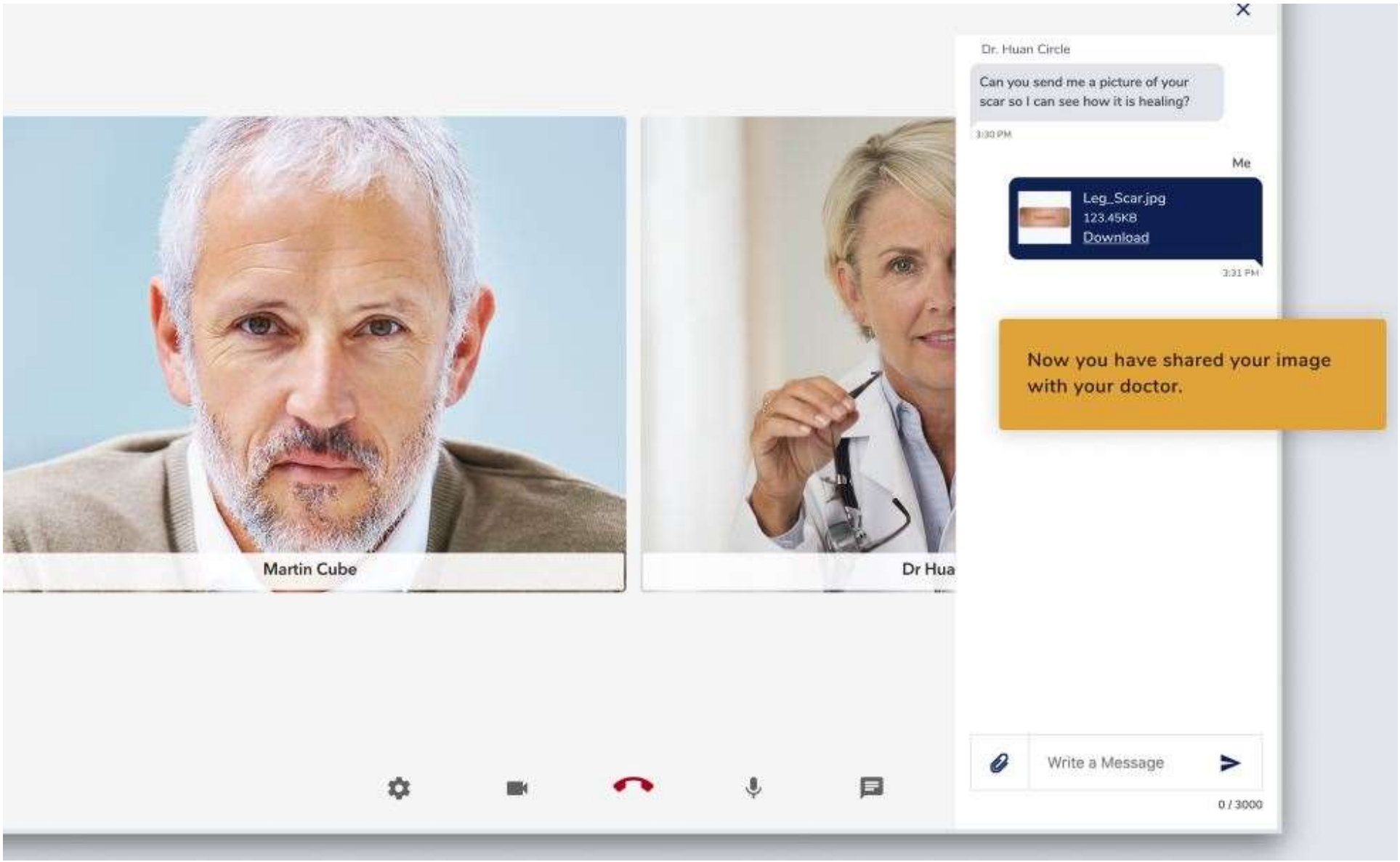
Martin Cube

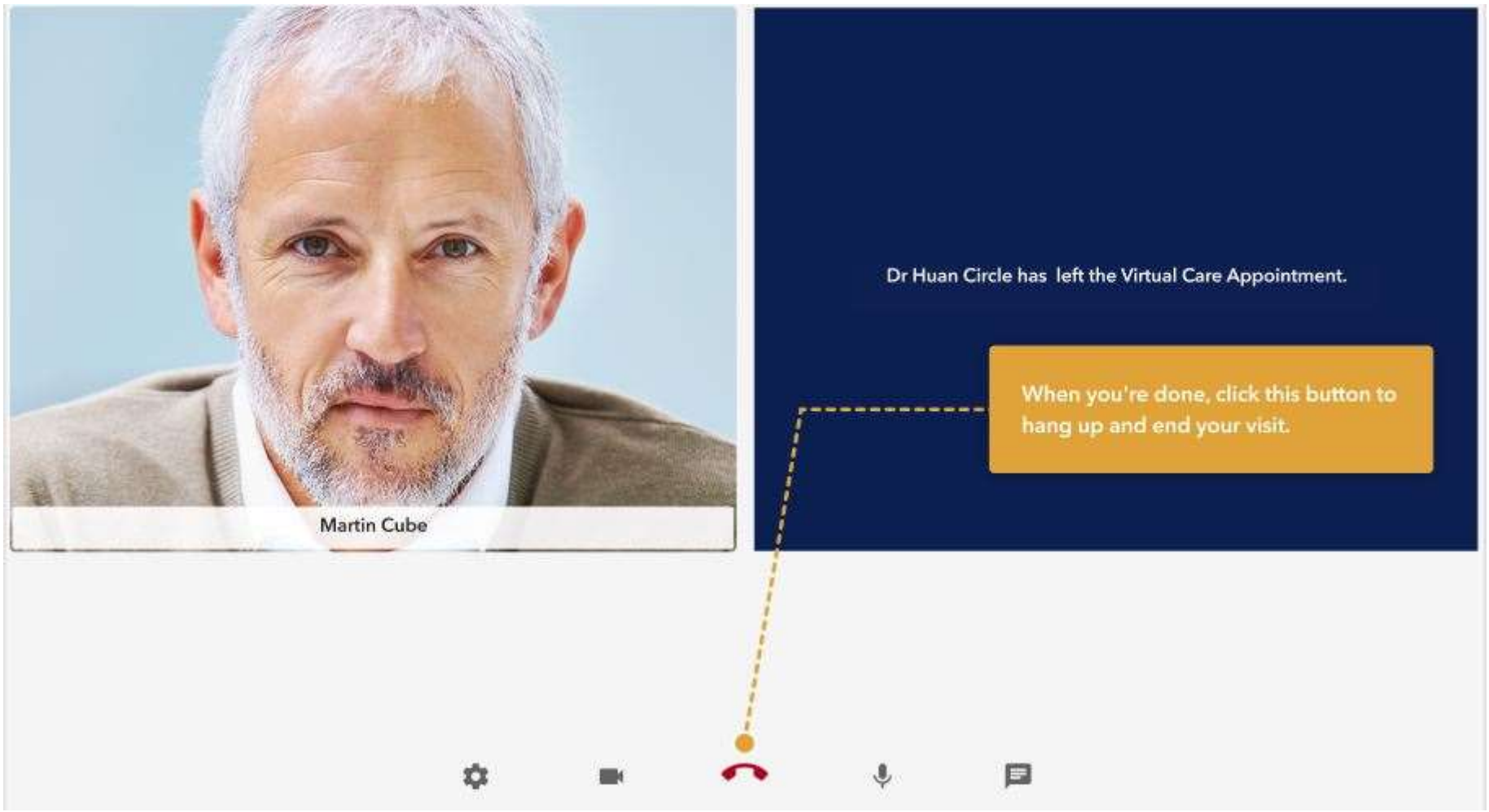
Dr Huan Circle


Martin Cube
If there are any issues with the audio, a text conversation can be used. You can also share files with your doctor, such as images of a skin condition she is monitoring.


Dr. Huan Circle
Can you send me a picture of your scar so I can see how it is healing?
3:30 PM
Martin Cube
Dr Hua
If you'd like to attach a file, click here.
Write a Message
0 / 3000


Medeo
Secure | https://d-patient.medeohealth.com/appointment
Desktop
Search
Favorites
Recents
Downloads
Desktop
Pharmacy Inb...
Google Drive
promo
Documents
Applications
OneDrive - Q...
QHR Technol...
Devices
Remote Disc
Shared
All...
stubborn...their_match.jpg
Find the image you'd like to attach and double click it to attach the file to the conversation.
Options
Cancel
Open
Martin Cube
Dr Hua
Write a Message
0 / 3000

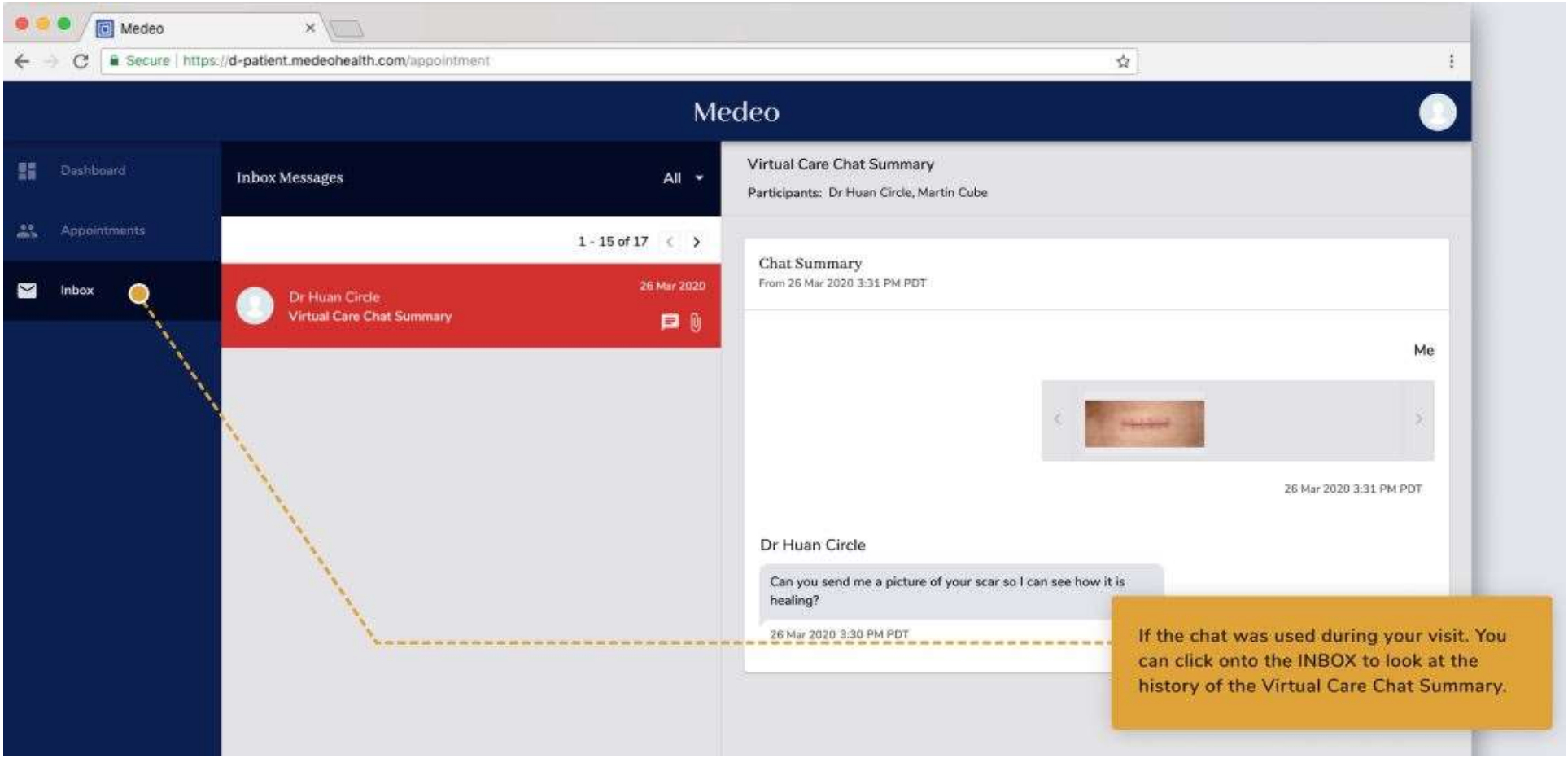

Martin Cube
Dr Hua
Dr. Huan Circle
Can you send me a picture of your scar so I can see how it is healing?
3:30 PM
Me
Leg_Scar.jpg
123.45KB
Download
3:31 PM
Now you have shared your image with your doctor.
Write a Message
0 / 3000


Martin Cube
Dr Huan Circle has left the Virtual Care Appointment.
When you're done, click this button to hang up and end your visit.

If you hung up accidentally, you can RE-JOIN the conversation. Or click back onto the Dashboard to review your health information.

You ended a Virtual Care Appointment.

RE-JOIN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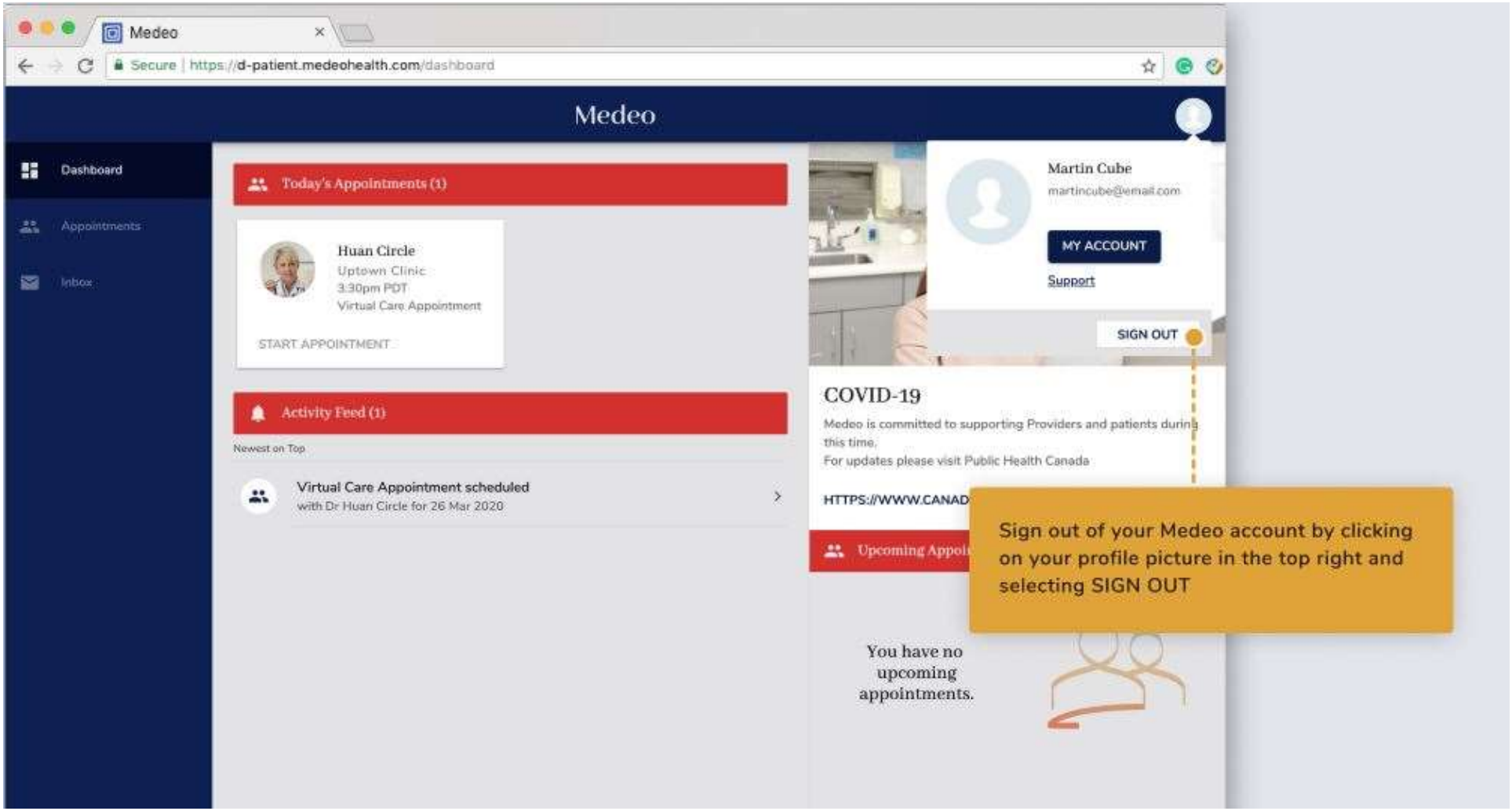
Secure | https://d-patient.medeohealth.com/appointment
Medeo
Dashboard
Appointments
Inbox
Inbox Messages
All
1 - 15 of 17
Dr Huan Circle
Virtual Care Chat Summary
26 Mar 2020
Virtual Care Chat Summary
Participants: Dr Huan Circle, Martin Cube
Chat Summary
From 26 Mar 2020 3:31 PM PDT
Me
26 Mar 2020 3:31 PM PDT
Dr Huan Circle
Can you send me a picture of your scar so I can see how it is healing?
26 Mar 2020 3:30 PM PDT
If the chat was used during your visit. You can click onto the INBOX to look at the history of the Virtual Care Chat Summary.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Secure | https://d-patient.medeohealth.com/dashboard
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Inbox
Today's Appointments (1)
Huan Circle
Uptown Clinic
3:30pm PDT
Virtual Care Appointment
START APPOINTMENT
Activity Feed (1)
Newest on Top
Virtual Care Appointment scheduled
with Dr Huan Circle for 26 Mar 2020
Martin Cube
martincube@email.com
MY ACCOUNT
Support
SIGN OUT
COVID-19
Medeo is committed to supporting Providers and patients during this time.
For updates please visit Public Health Canada
HTTPS://WWW.CANAD
Upcoming Appoi
You have no upcoming appointments.
Sign out of your Medeo account by clicking on your profile picture in the top right and selecting SIGN OUT