Kingston Health Sciences Centre

Centre des sciences de la santé de Kingston

Please note: *All of the following information has been sourced from Reacts and can be found on* www.reacts.com/onboarding-patient

What is a Clinical eVisit?

A Clinical eVisit is a private, secure face-to-face appointment between you and your doctor on your smartphone, tablet or computer.

These are useful for appointments that do not require a physical examination in the office.

The following guide will prepare you for your first Reacts Clinical eVisit with your doctor.

Please note *that Reacts is a secure and confidential application which meets the high standards of the healthcare industry. YOUR PERSONAL INFORMATION WILL ALWAYS BE PROTECTED.*

Learn more about Reacts' privacy policy at www.reacts.com/en/legal/privacy

To perform a virtual visit using Reacts, you will need:

- A computer, tablet, or a smart phone. If using a computer, you will also need a webcam, microphone, and speakers (or headphones with a built-in microphone);

- An internet connection (cellular, Wi-Fi, or wired);

- A valid personal email address;

- A Reacts 'Guest Account' (Provided by doctor's office); and,

- The Reacts application

Step 1: Getting invited to Reacts by your doctor's office

Please note: Do **not** download the Reacts app prior to receiving invitation from Reacts. You will receive an invitation to join Reacts in your email. Be sure to check your junk mail or Promotions tab if you do not see an email from Reacts in your inbox.

Step 2: Complete your Reacts account registration

The email from Reacts will look like this ➡

The email will say that you have been assigned 'Guest' access to the Reacts platform.

To join Reacts, simply click the orange **Join now** button and you will be taken to the Reacts website to complete your account registration.

If the internet browser that opens when you click 'Join now' is any browser other than Google Chrome; please do the following:
- Go back into the Reacts email
- Right click on 'Join now'
- Choose 'copy hyperlink' from the list that appears
- Open Google Chrome
- Paste the hyperlink into the url address bar
- Click enter

Reacts™

Hi,

John Doe has assigned you a "Guest" access to the Reacts platform. This access will allow you to perform virtual video visits, engage and interact with John Doe in a simple and secure way.

Before you start communicating with your provider through Reacts, you must complete your registration.

Note that by joining your healthcare provider or collaborators on Reacts evaluation purposes. All data will be kept confidential.

[Join now]

Thank you,
The Reacts team.

IIT - Innovative Imaging Technologies
1711 St-Patrick, suite 101, Montreal (QC) H3K 3G9 T. 514.223.1717
www.reacts.com

Step 2: Complete your Reacts account registration (continued)

Reacts™

Sign Up

First name
John

Last name
Doe

Email address
j-doe@reacts.com

Password
··········

Confirm Password
··········

The password must be at least 8 characters including at least one uppercase letter, one lowercase letter and one numeric character.

* Please scroll down to finalize your account creation *

☑ By registering I agree to IIT's Terms & conditions
☑ By registering I agree to IIT's Privacy policy

Create my account

After clicking 'Join Now', you will be taken to the Reacts 'Sign Up' page (image to the left).

You will notice that your first name, last name, and email have been populated by your doctor's office.

All you need to do is create a password and then re-enter the password in the 'confirm password box'. The password needs to be at least 8 characters including at least one uppercase letter (capital letter), one lowercase letter, and one number.

After creating your password, you will need to read the Reacts Terms and Conditions and Privacy Policy.

After reading the Terms and Conditions, you need to check the boxes to finalize creating your account.

Finalize your account creation by clicking on the ***Create my account*** button.

Once your Reacts account has been created, you will receive an email confirming "Your account has been created". **You will not have to go through this process again for future appointments – even if appointments are with other healthcare providers.**

Note: *If you don't receive this confirmation email, check your e-mail "spam" or "promotion" folder or contact your doctor's office to speak with the medical secretary.*

Step 3: Download the Reacts application on your tablet or smartphone OR access Reacts directly from your computer on the web

Option 1: Access from Smartphones or Tablets *Recommended*

Download the Reacts App from the App Store if you are using an Apple iPhone or iPad or from the Google PlayStore if you are using an Android phone or tablet by clicking on the links in the confirmation email (as shown below) or type "Reacts secure collaboration" in the App Store or Google PlayStore.

For Apple iPhone or iPad:

iOS

iOS 10 or higher

Get on AppStore

For Android Smart Phone or Tablet:

Android

Android 7 or higher

Get on PlayStore
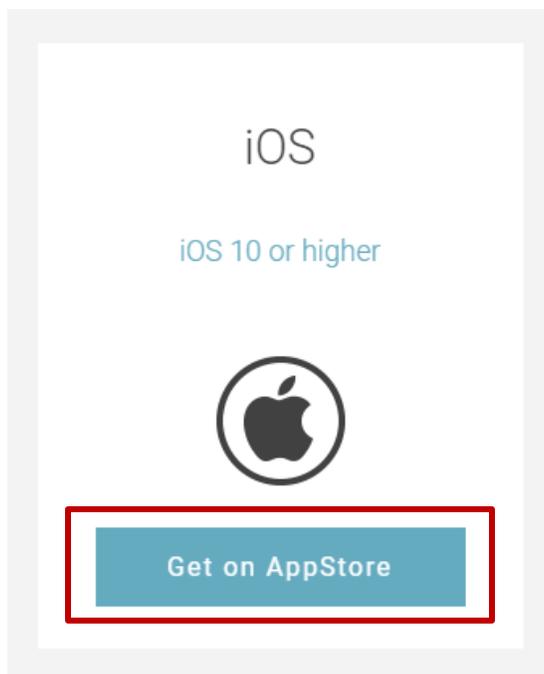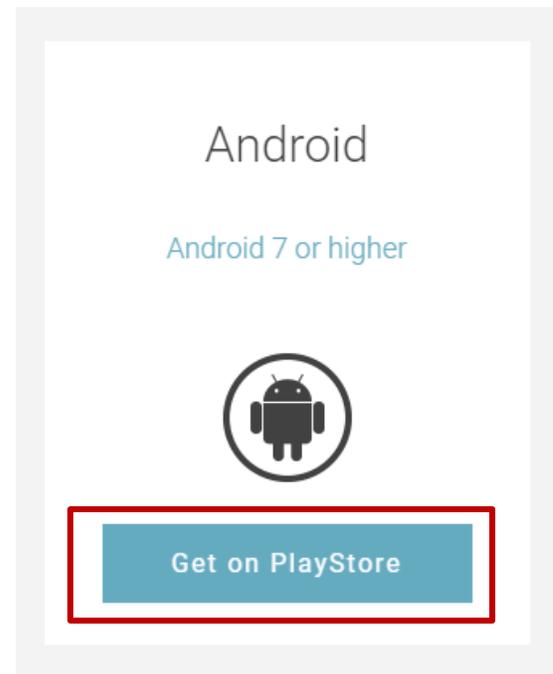
Please note: You must have the app to use Reacts on a mobile device

Once the application has been downloaded on your device, open it by clicking on the Reacts icon:

Hôpital
Hotel Dieu
Hospital

KGH Hôpital Général de
Kingston General
Hospital

Transforming care, together™

Option 1: Access from Smartphones or Tablets (continued)

When opening the application for the first time, you will see some pop-ups (pictured below) asking whether you accept Reacts sending you notifications and accessing your microphone and camera. **It is very important that you click "Allow/OK" for all of these pop-ups,** otherwise you will not get Reacts notifications, and your doctor will not be able to see or hear you during your Clinical eVisit.

"Reacts" Would Like to Send You Notifications
Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.
Don't Allow   Allow

"Reacts" Would Like to Access the Microphone
Enable microphone access so that others can hear you
Don't Allow   OK

"Reacts" Would Like to Access the Camera
Enable camera access so that you can take photo, videos and let others see you during video calls
Don't Allow   OK

Then simply enter your email address and password to log in to Reacts (same email address and password you used to set up your account). You must be logged into Reacts for your doctor to call you. *Please note:* By setting the ***Remember me*** button to "on" you will not have to re-enter your e-mail address the next time you open Reacts.
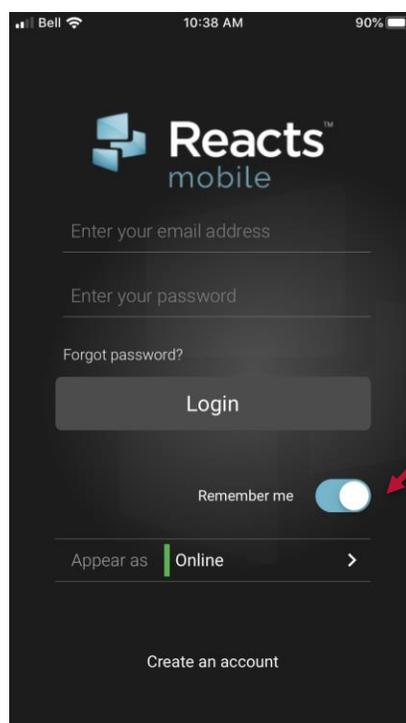
Option 2: Access from your Computer (If you do not have a smartphone or tablet)

KHSC Patient feedback: The Reacts app on your smartphone or tablet is the **easiest** way to access Reacts; however, if you do not have smartphone or tablet and have a computer, you can access Reacts through the internet browser, Google Chrome.

If you are using a Mac or PC computer (laptop or desktop), you can access Reacts by using the **Google Chrome** browser and going to www.reacts.com (If you don't have Google Chrome on your computer, you can download it for free at www.google.com/chrome. If you **do have** Google Chrome on your computer, be sure it is the most recent version using the instructions below. Reacts does not work on other browsers – only on Google Chrome.

Make sure Google Chrome is up to date

1. Open Google Chrome and click on the three dots in the top right corner of the screen.

2. Click "Help".

3. Click "About Google Chrome.

4. Google Chrome will start updating. Once it is finished, click "Relaunch" to restart the browser.

Please note that you will not have to relaunch if your Google Chrome is already up to date.
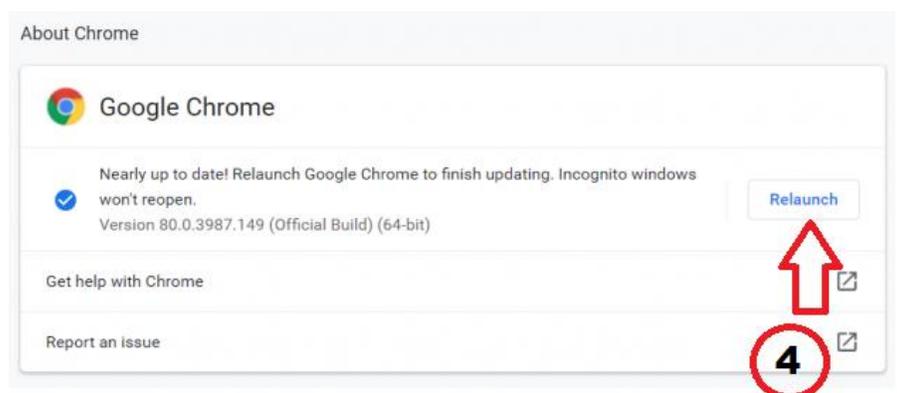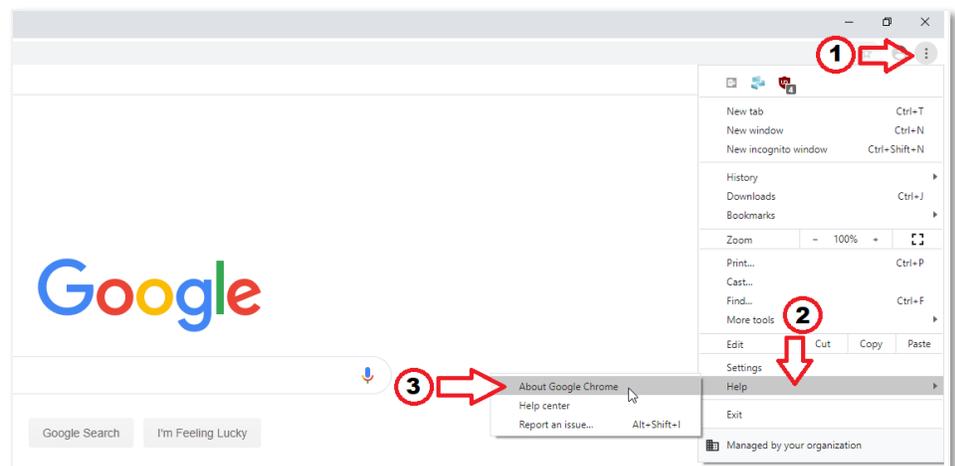
Option 2: Access from your Computer (continued)

You will find the "Log In" button in the upper right corner of the screen.
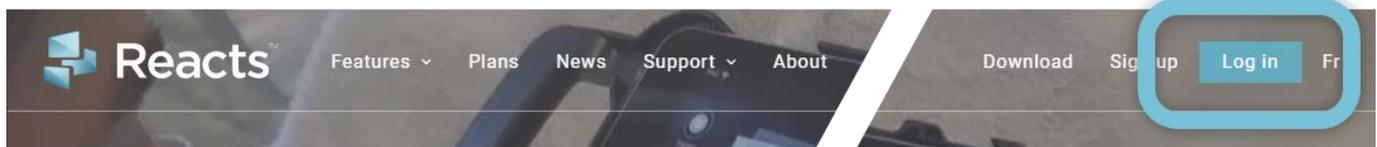
This will bring you to the login page – enter your email and password (that you used to create account) and click on *Log in*.

This will start the Reacts application. Make sure you then allow Reacts to send you notifications, and to use your camera and microphone (see below)
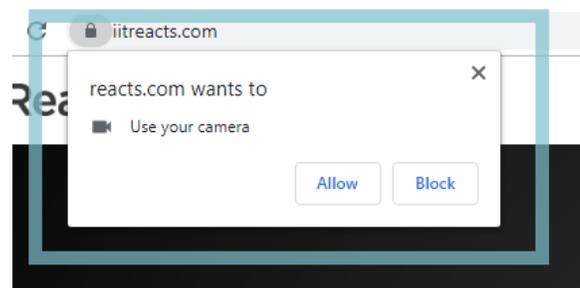
Step 4: Log in to your Reacts account **before** your Clinical eVisit

In order to perform a Clinical eVisit with your doctor using Reacts, log into Reacts using your email address and the password you created when you made your account in step 2.

Once logged in to Reacts, you will be on the home page (see pictures below showing the home pages of the various versions of Reacts whether you are using web-based or mobile platform):

Reacts Mobile App home page for Apple iPhone or iPad
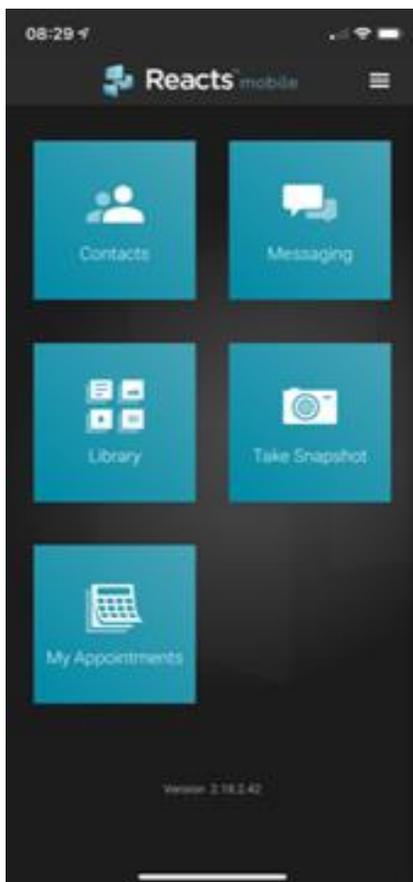
Reacts Mobile App home page for Android Smart Phone or Tablet

Hôpital
Hotel Dieu
Hospital

KGH Hôpital Général de
Kingston General
Hospital

Transforming care, together™
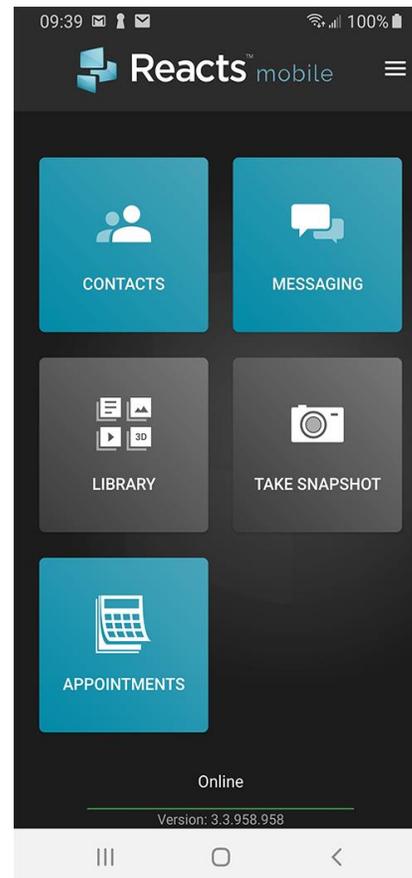
Step 4: Log in to your Reacts account **before** your Clinical eVisit (continued)

Reacts web app home page

(Using the Google Chrome browser on your computer):
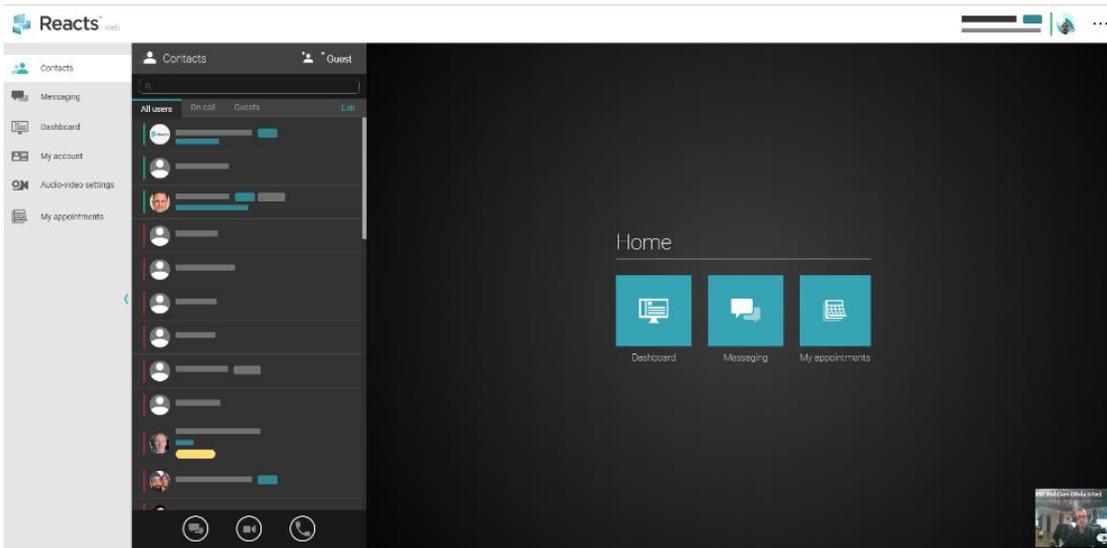
If you are using the web version of Reacts, make sure your microphone, webcam, and speakers are working before your session.

Just click audio-video option in the left-hand menu (see picture below) to check everything.

Hôpital
Hotel Dieu
Hospital

KGH Hôpital Général de
Kingston General
Hospital

Transforming care, together™
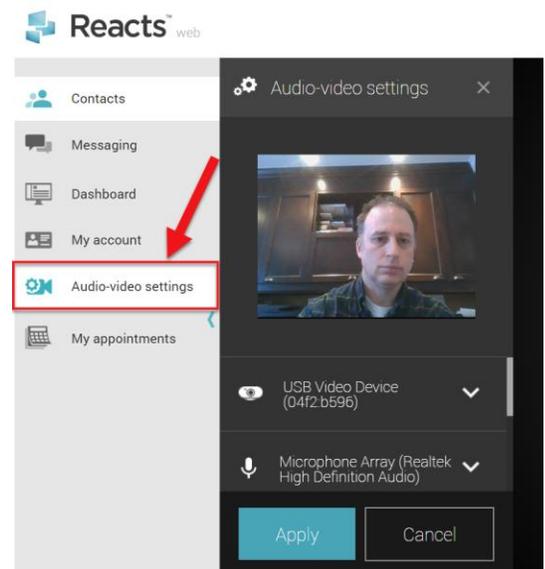
Step 4: Log into your Reacts account **before** your Clinical eVisit (continued)

Note: If you haven't agreed to share your webcam, microphone, and speakers when you first used Reacts, you can activate them by clicking on the small padlock icon in the bar at the top of your browser to access the panel. (see below)

Hôpital
Hotel Dieu
Hospital

KGH Hôpital Général de
Kingston General
Hospital

Transforming care, together™
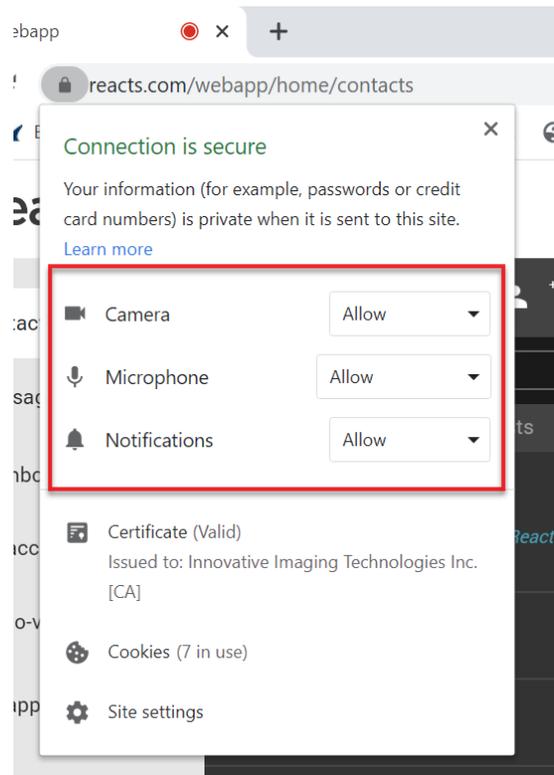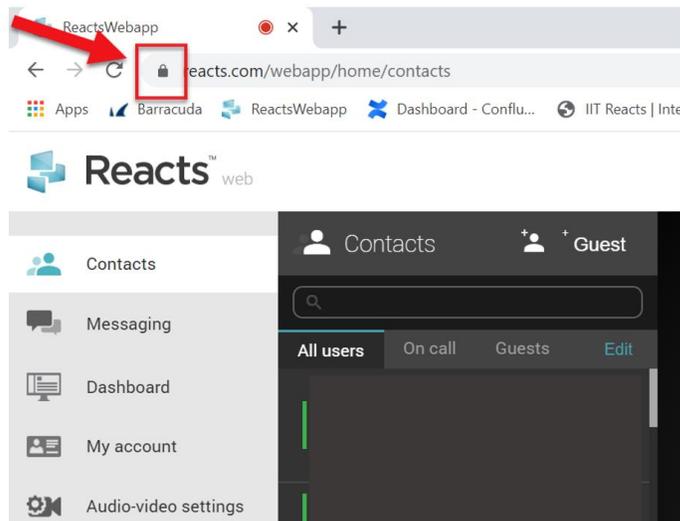
Step 5: Be ready to join your Clinical eVisit with your professional

You received a phone call from your doctor's office telling you the date and time of your Clinical eVisit on Reacts.

You will receive a notification in your email that an appointment has been set up in Reacts for the date and time provided to you from the doctor's office.

**Before your appointment**, log into Reacts on your mobile device **or** computer.

Go to the "My appointments" section and click on the **> or Start** button to join your Clinical eVisit.

Mobile users will go right into the virtual meeting. If you are using Reacts on your computer, you will have to click the *Enter virtual waiting room* button.

As soon as your doctor or healthcare professional is ready, he/she will join you and you will see him/her appear on the screen. You do not need to click "Begin Session" (if you see that in the top right hand of your screen).

You will then be placed in a secure video call with your doctor.

This is what you will see on your devices:

On the Mobile App:
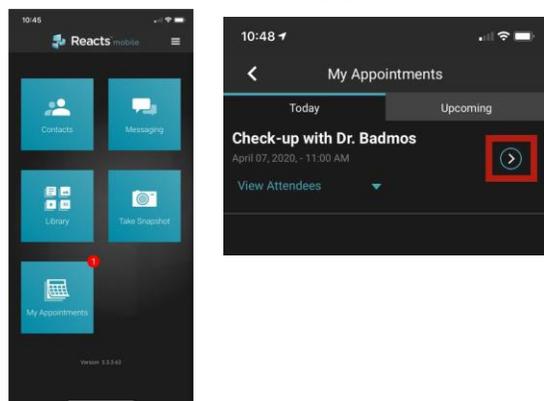
On your Computer:
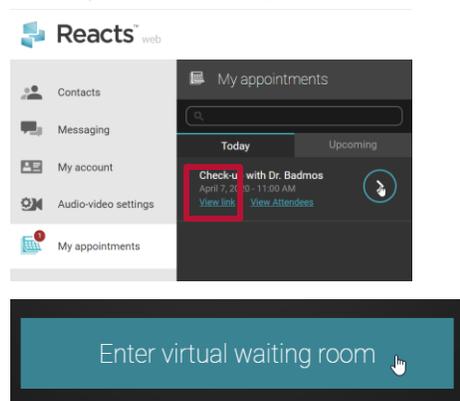
If you experience technical issues, call your doctor's office (phone number provided by secretary).

Hôpital
Hotel Dieu
Hospital

KGH Hôpital Général de
Kingston General
Hospital

Transforming care, together™

Reacts Icon Legend
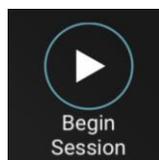
Begin Session is a feature used by healthcare providers to move around and change the video screens. **Please note** that you do not need to select this icon for your appointment to take place. The appointment will already be in progress. You should not select this icon as it will cause the screen to go black.
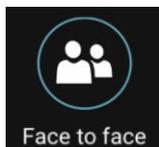
If you accidentally press **Begin Session**, the screen will go black, and the icon will change to a **Face to face** button. Simply press this button to return to the normal view.
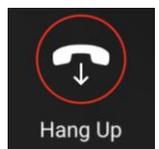
The **Hang Up** button will end the session. If you accidentally hang up, simply go back to your appointments and join the call again.
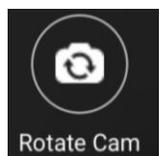
Rotate Cam allows you to switch your video between your device's front facing camera, and rear facing camera.
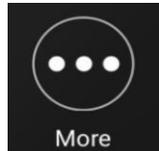
The **More** icon will show you some hidden, additional icons such as Mute, Mute Cam, and Messaging.
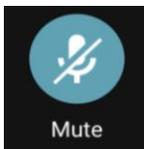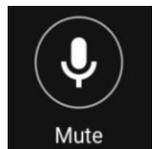
The **Mute** button will mute your microphone. **Please note** that if you do this, your healthcare provider will not be able to hear you. Once you click mute, the icon will be blue and have a line through it, meaning you are muted. To unmute, simply click the button again.
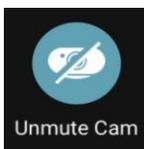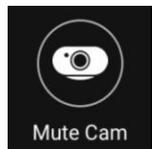
Mute Cam will turn off your video. **Please note** that if you press this, your healthcare provider will not be able to see you. Once you click **Mute Cam**, the icon will change to the blue **Unmute Cam** button. Simply click this to turn your video back on.
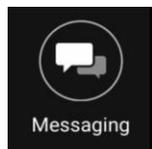
The **Messaging** icon allows people to send instant messages through Reacts. **Do not** use this feature to communicate with your healthcare provider. If you have a concern, call the office as always, or in an emergency call 911.

If you accidentally switch screens during an appointment, a green bar that says "**Click here to return to session**" will appear at the top of the screen. Click the green bar to return to the appointment.