

# Using Reacts: Guide to using “Guest Account” to virtually meet with patients

**Guide is for Residents, Allied Health Professionals, and Reacts Pro Account Users as a means of setting up and using Guest Accounts in Reacts.**

## Introduction

To ensure residents and allied health professionals have access to Reacts to meet with patients virtually, KHSC is setting them up with “Guest Accounts”.

The following guide will walk Pro Account users through how to add residents and/or allied health professionals as Guests, invite them to join a videoconference, and then how the resident and/or allied health professional can join the videoconference.

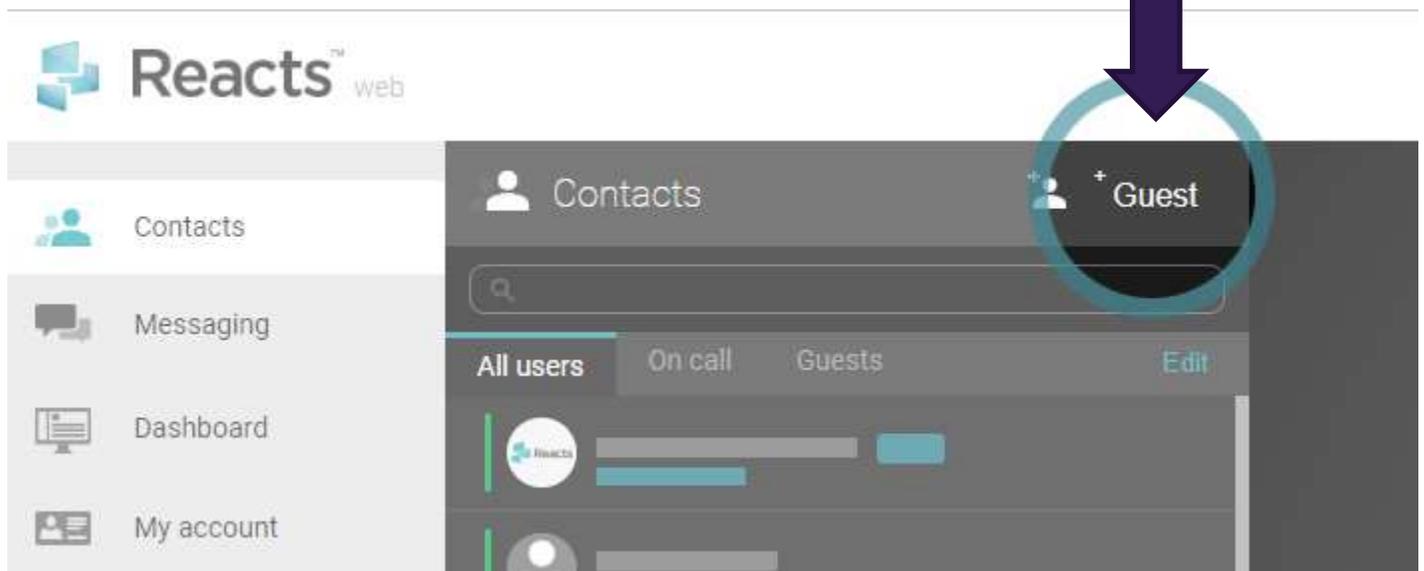
## How to set up ‘Guest Account’

**Only Pro Account users can set up ‘Guest Accounts’**

Go onto Google Chrome (only browser Reacts is compatible with)

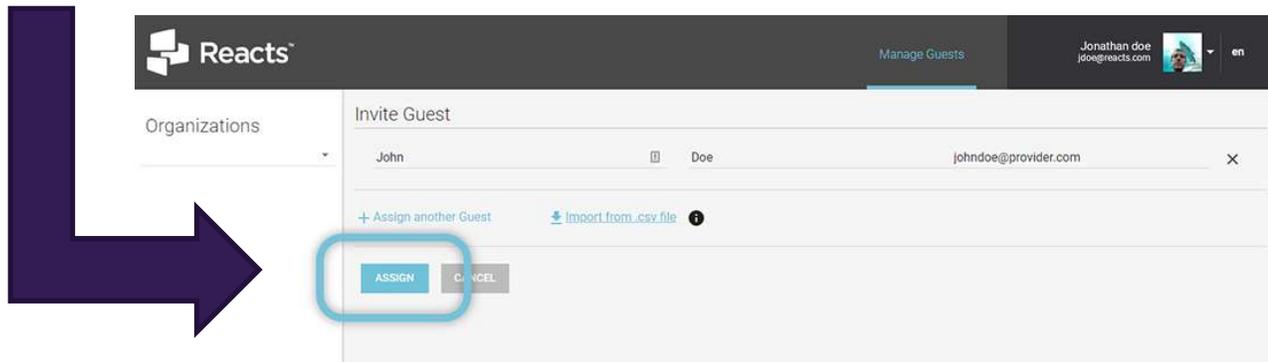
**Pro Account user:** Login to your Reacts account at [reacts.com](https://reacts.com)

In the **Contacts** section, click on **+Guest**.

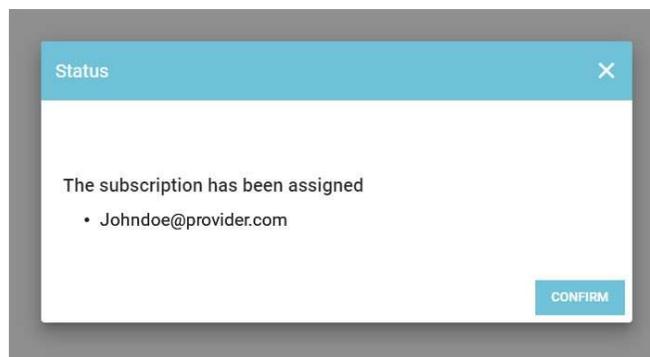


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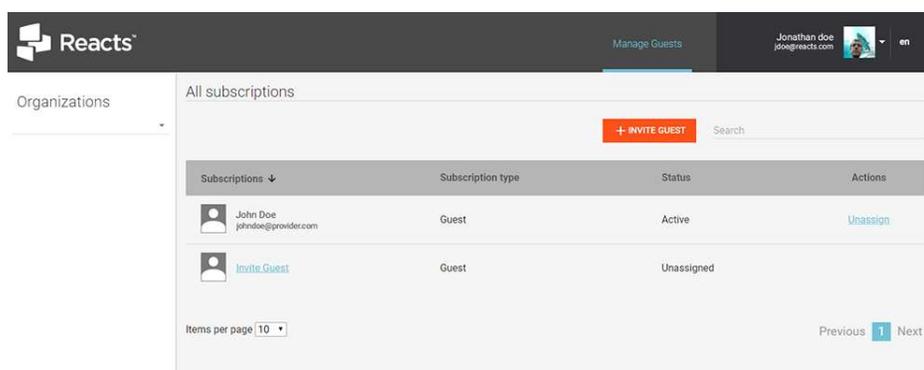
This will bring you to the Reacts dashboard, where you can invite your guests and manage their subscriptions. Enter the name and email address of the resident and/or allied health professional and click “Assign”.



You will get a message confirming that your Reacts invitation has been sent; the status of the guest account will appear as “pending” on your dashboard.



As soon as the resident and/or allied health professional has completed his/her Reacts account registration, you will see the status of their guest account change to “active”.



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## Setting up your ‘Guest Account’ in Reacts

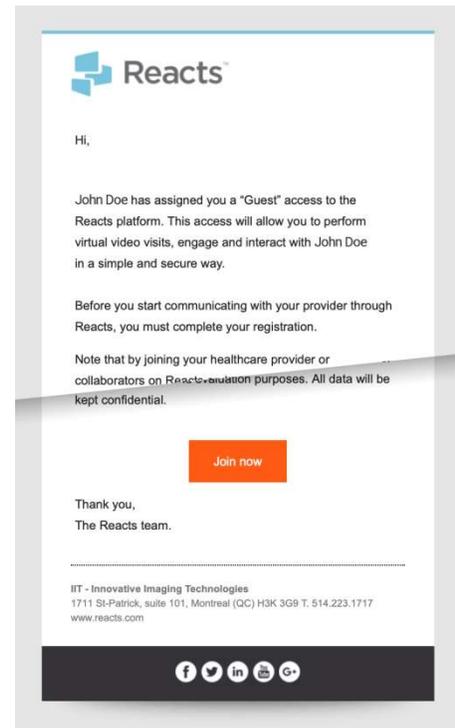
### Residents and Allied Health Professionals:

#### STEP 1

You will receive a ‘Guest access’ invite from Reacts.

Be sure to check your junk mail if you do not see it in your inbox.

When you receive this email (image shown), click on the orange box, “Join now”.

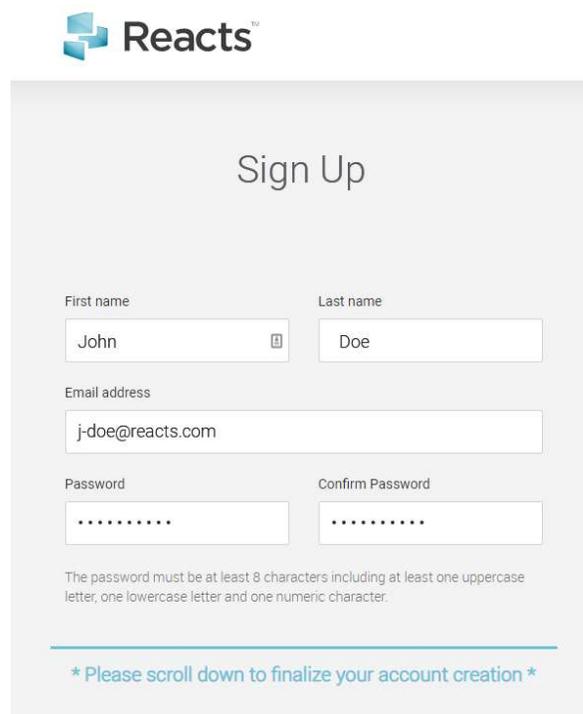


#### STEP 2

Complete your sign up. Your guest account sign up will already be populated with your first name, last name, and email address.

To complete your sign up, simply create a password and confirm that password.

The password must be at least 8 characters including one uppercase, one lowercase, and one number.



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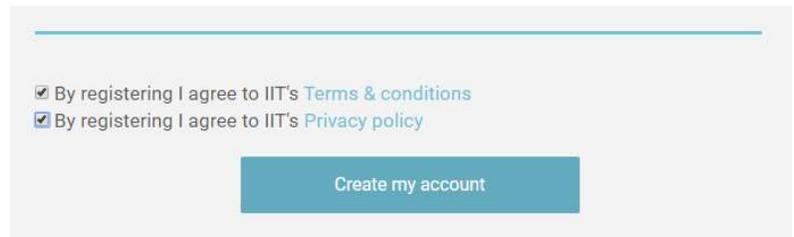
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## STEP 3

You will then need to review the Reacts/ Innovative Imaging Technologies (IIT) Terms and Conditions and Privacy Policy; scroll down to the bottom of the page and check the boxes to accept them.

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



By registering I agree to IIT's [Terms & conditions](#)

By registering I agree to IIT's [Privacy policy](#)

[Create my account](#)

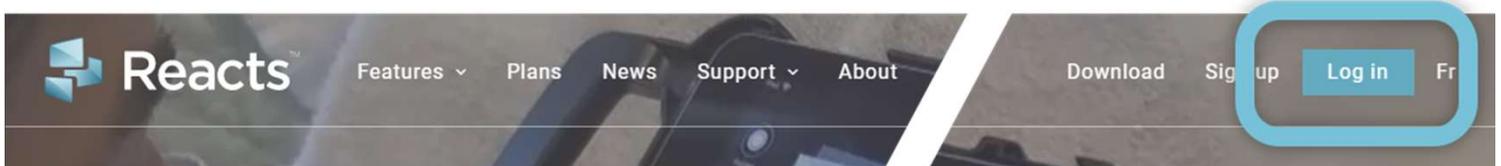
You will receive an email confirming that your account has been created.

**Note:** If you don't receive this confirmation email, check your email “spam” folder, then contact your organization or Reacts customer support.

## Accessing Reacts Platform: Web-based on 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](http://www.reacts.com) (If you don't have Google Chrome on your computer, you can download it for free at [www.google.com/chrome](http://www.google.com/chrome))

You will find the “Log In” button in the upper right corner of the screen.

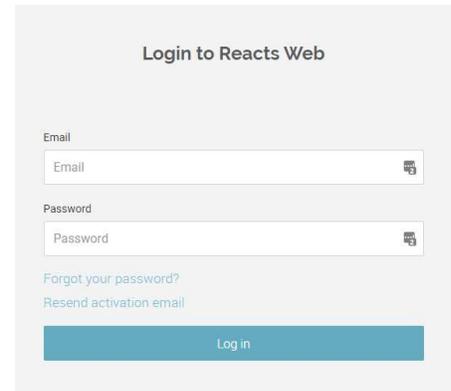


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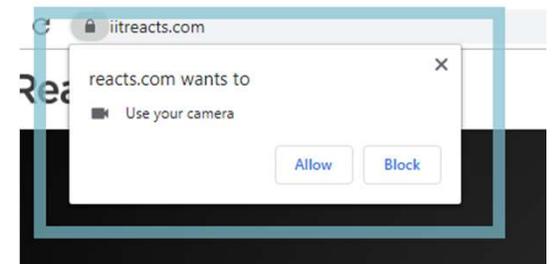
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It will bring you to the login page – enter your email and password and click on **Log in**.



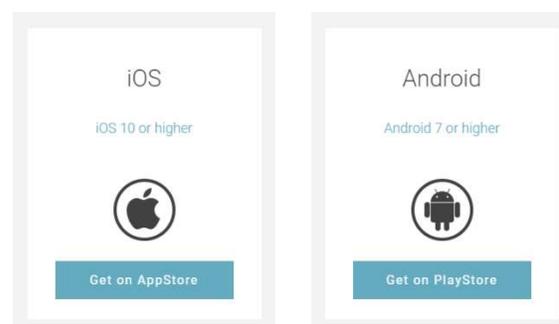
The screenshot shows a login form titled "Login to Reacts Web". It contains two input fields: "Email" and "Password", each with a small icon on the right side. Below the fields are two links: "Forgot your password?" and "Resend activation email". At the bottom is a blue button labeled "Log in".

Make sure to allow the application to send you notifications, and to use your camera and microphone



## Accessing Reacts Platform: Mobile (Tablet or Smartphone)

Download the Reacts application in advance from the Apple Store (Apple iPhone or iPad) or from the Google Playstore (Android phones or tablets) by clicking on the store links from the account creation confirmation email (as shown below) or type “Reacts secure collaboration” in the Apple Store or Google Playstore.



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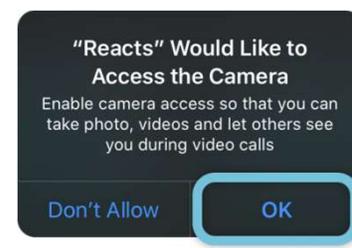
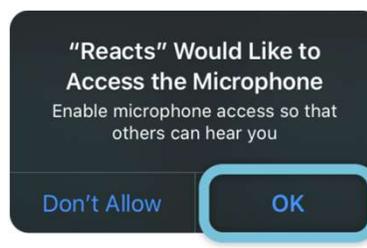
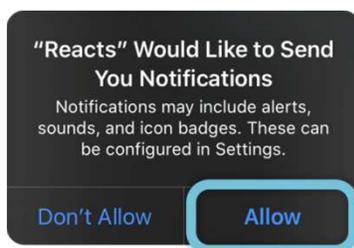
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*\*Note: you cannot use a web browser to access Reacts on your smartphone or tablet, you must use the Reacts application downloaded from the Apple store or the Google Playstore (depending on your device type).*

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



When opening the application for the first time, you will be presented with pop-ups (see below) asking you to accept Reacts sending you notifications and accessing your microphone and camera. **It is ESSENTIAL that you click Allow/OK for all three pop-ups** otherwise you will not be able to receive Reacts call and message notifications, nor see or hear your colleagues or guests during a video visit.



## Joining a Clinical eVisit with a Patient

### STEP 1

You will receive an appointment notification in your email. This has been set up by the physician's secretary, the physician, or another Pro Account users.

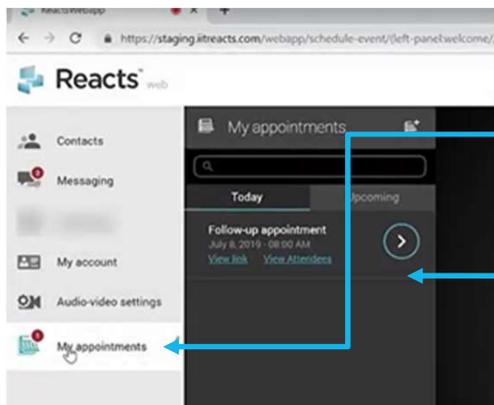
**Please note:** The appointment will include the physician (pro account), resident or allied health professional (guest), and patient (guest). The physician can decide to show up or not for the Clinical eVisit based on the purpose of the encounter, resident experience, etc.

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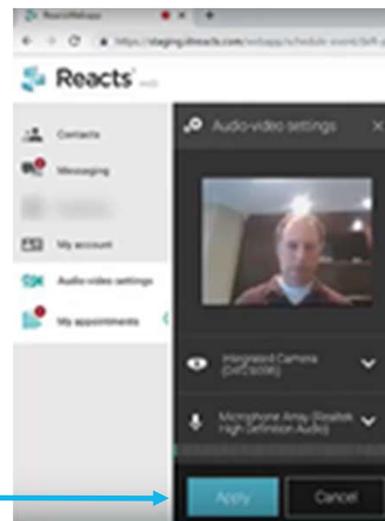
## STEP 2 How to join a Clinical eVisit using the Web App



To join the appointment go to the **My Appointments** section and click on the **begin** button

You will then be asked to check your webcam, microphone, and speakers

Click **Apply** after your AV check is completed

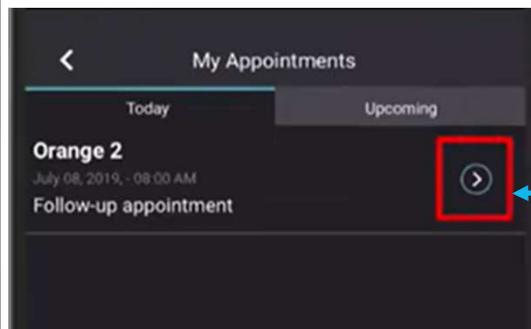
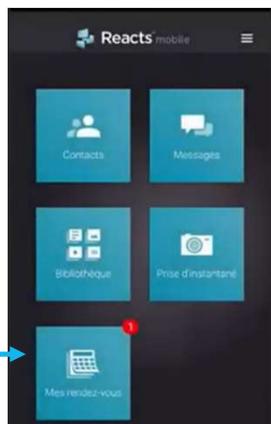


Click on **Enter virtual waiting room** to start or join the appointment

Enter virtual waiting room

## STEP 2 (Alternative) How to join a Clinical eVisit using the Mobile app

Before your appointment, login to the application and go to the section **My Appointments**



Enter your appointment by clicking the **begin** button

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## Resident Workflow in the Clinical eVisit

### STEP 1

Whether the physician is in the Clinical eVisit or not, the resident will consult with the patient.

### STEP 2

Once the resident finishes the encounter with the patient, they are supposed to review with the physician. They can do this by asking the patient to remain in the virtual chatroom and then **mute their microphone** in order to discuss the case with the attending physician by phone or in-person (depending on the clinic model).

### STEP 3

After the discussion between the physician and the resident:

**OPTION A:** The resident alone or the physician and resident can decide to go back into the virtual chat room to discuss case with patient

**OPTION B:** If there is significant delay expected between the resident encounter with the patient and the resident-physician discussion, the patient could be asked to hang up from the virtual chat room. The resident and/or physician can contact the patient again by phone:

- A. To ask them to join the chat room; or,
- B. Could discuss over the phone at that stage.

### STEP 4

Click the ‘hang up’ icon to end the Clinical eVisit.

#### ***Please note:***

One or more residents or medical students (observers) could also join the virtual chat room as ‘pure observers’.

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## Tips and Tricks

If you need assistance using Reacts, your first point of contact is:

[Khsc.clinicregistrationassistance@kingstonhsc.ca](mailto:Khsc.clinicregistrationassistance@kingstonhsc.ca)

Before reaching out for help, here is some information that may assist you

### Definitions:

**Pro Account user:** This could be a medical secretary, physician, allied health professional, or nurse practitioner practicing at KHSC.

**Clinical eVisit:** Virtual chat or videoconference in Reacts

1. A limitation to the Resident workflow in Reacts is if more than one Pro Account user needs to invite a resident to be a guest on their contact list, the resident will receive multiple invites. This may be an annoyance to the resident, but once on a Pro Account user’s contact list, they will remain until deleted.
2. If a resident and physician are joining the Clinical eVisit remotely **and** separately, they both need to leave the virtual chat room while they call each other for consultation. This will ensure the patient doesn’t hear the conversation. The resident and/or physician can re-join the Clinical eVisit once done discussing the case privately.
3. To ensure you see all participants in the Clinical eVisit, it is important that any participating Pro Account users add the resident to their guest contact list.