

Quick Reference Guide

Patient or Patient Contact receiving a Video Call - Mobile

A patient or patient contact can easily receive a secure video call from someone in their provider network using **TigerTouch+**. Invitation links to participate call last for one minute and are clinician-initiated. If the patient or patient contact misses the invitation, they will be prompted to contact their provider directly.

- 1** The patient or patient contact will receive a temporary link to join a video call.
- 2** They will be guided to a secure portal to join the call initiated by someone from their provider network.
- 3** After joining, the patient will be prompted to allow access for camera and microphone to be used during the call, followed by a status screen indicating connection.
- 4** A video call between patient and provider will appear in the web browser of the mobile device.
- 5** If the patient and provider are unable to connect, the conversation can still continue via a patient text conversation. Otherwise the patient can contact their provider directly.

