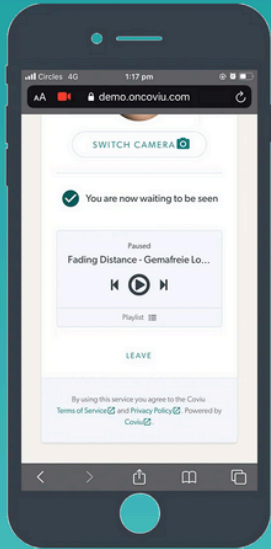


HOW TO USE COVIU

FOR YOUR TELEHEALTH APPOINTMENT

How Coviu Works



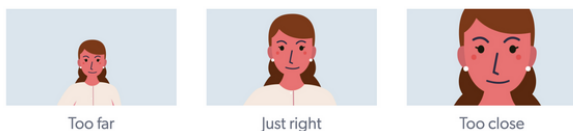
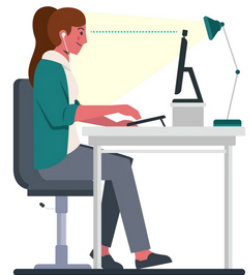
1. Your practitioner will send you an email or SMS with a link to the session
2. Click the big red 'Join the call' button, or the URL in the SMS
3. Select 'Yes' if you are prompted to 'enable camera and microphone' in your web browser
4. You may be prompted to take a photo and fill in your first and last name so your practitioner can identify you for security purposes
5. Accept the informed consent
6. Listen to some hold music while you wait for your practitioner to let you into the call when they're ready

Quiet and Well-lit Space

You will need a private and quiet area where you will not be disturbed during the consultation.

Ensure the room is well-lit, with natural lighting coming from behind your device, reflecting on your face. The camera should be eye level to create a more natural position.

You may also want to use a second screen, or a notepad to take and share notes throughout your consultation.



Positioning

Patients should be placed squarely in the centre of the frame with the camera at eye level.

If using a built-in laptop camera, raising the height of the laptop may help achieve the right height. The camera should be approximately an arms-length away from the practitioner for the best positioning.

If you'd prefer to see video instructions on how to use Coviu for your appointment, simply [CLICK HERE](#)