Dear <Patient>

This is a follow up to our phone conversation in regards to scheduling your Clinical eVisit appointment with <physician> on <Date/Time>. **Please note:** When you join the appointment on Reacts, it will place you in a virtual waiting room. Please wait in this room up to 45 minutes. As with in-person clinic visits, wait times may occur due to emergencies and/or the need to extend some appointments. The healthcare provider should join you within that timeframe. If they do not appear within 45 minutes, please call <insert clinic’s phone number>.

On that date and time, you can join a video call on the Reacts application. You will be receiving an email from Reacts shortly, inviting you to join Reacts (Make sure to check your spam, junk or promotions folder if you do not see it in your inbox).

To assist you with accessing Reacts, KHSC is happy to provide you with the attached Onboarding Instructions or you can access how to get started by [clicking here.](https://reacts.com/onboarding-patient/) You can also view a variety of tutorials on the Reacts website by [clicking here.](https://reacts.com/tutorials/)

Please ensure that you have created your Reacts account prior to your appointment so that you can:

1. Log into Reacts on your computer using the Google Chrome browser **OR** mobile app on the date and time of your appointment;
2. Click on ‘My appointments’
3. Depending on the date, you will find the appointment under the ‘today’ or Upcoming tab;
4. Click on the > icon to join the Clinical eVisit with your doctor
5. If on a computer, click on Enter virtual waiting room
6. If the doctor is already there, you can start your appointment
7. If the doctor has yet to join, simply wait until the doctor enters the Clinical eVisit
8. At the end of the Clinical eVisit, click the ‘hang up’ icon on the right hand side of the screen
9. A confirmation box will come up asking you to confirm that you want to leave the Clinical eVisit.
10. Click Leave

If at any time you need assistance with your set-up, you can email me at <insert secretary’s email> or call me at <insert secretary’s phone number>. If I am unable to assist you, I will forward your issue to the appropriate contact and you will be assisted shortly thereafter.

Important notes to be aware of:

* It is important to ensure you have the correct [**System Requirements**](https://reacts.com/system-requirements/) (Computer, smartphone, or tablet) for using Reacts to meet with <physicians name> (ie. When using your computer, you need to use the Google Chrome browser as Reacts is not compatible with any other browser. The attached instructions explain how to download Google Chrome if you don’t already have it on your computer);
* **Reacts has a text messaging function**; however, this is not monitored and text messages sent will not be read or responded to. In the event of an emergency, please go to the emergency department at Kingston Health Sciences Centre or call 911. If you have a question for [Dr. Smith] you can call me at <insert secretary phone number>. <physician name>
* Using Reacts for your eVisit has some **privacy and security risks**, which means that your health information may be intercepted or unintentionally disclosed. We want to make sure you understand this before we proceed. In order to improve privacy and confidentiality, you should make sure you are in a private location, like a room where you can close the door, and you should avoid using someone else’s computer or device as they may be able to access your information.

If you want more privacy and security information, please check the link on our **website**.

If it is determined you require a physical exam, you may still need to see your doctor in person. You should also understand that virtual care is not a substitute for attending the emergency department if urgent care is needed.

Please **DO NOT respond by email**. Don’t hesitate to call our office if you have any questions or concerns, or if this time is not convenient. If you call after hours or if our staff are not available, you may leave a voice message on our line. Telephone: <xxx-xxx-xxxx>

Thank you,

<Signature>