

Lumeca – Patient Views

Using Lumeca Health, healthcare providers can conduct video visits with patients in two different ways:

1. Video Meetings (Scheduled or On Demand)
2. Patient Consultations (Scheduled only)

Video Meeting

Meetings allow you to quickly talk with a patient, their participants and other care providers.

- ✓ Invite other participants
- ✓ Record Video
- ✗ Patient Information and History
- ✗ Past Consultations
- ✗ Note Taking
- ✗ Kept in Patient's History

Consultation

A consultation is the preferred way to see and speak to a patient for diagnosis and questions.

- ✓ Invite other participants
- ✓ Record Video
- ✓ Patient Information and History
- ✓ Past Consultations
- ✓ Note Taking
- ✓ Kept in Patient's History

Schedule Video Meeting

Schedule Consultation

1 - VIDEO MEETINGS

- The patient workflow is the same for both 'scheduled' and 'on demand' video meetings.
- It is not necessary for patients/clients/participants to be invited by your clinic to create a Lumeca Health account.
- Participants can join the meeting they've been invited to by clicking the '[https/...](https://...)' quick link your clinic sends them via email or SMS before the meeting.

Join Virtual Health Meeting

<https://lumecaapp.com/app/j/1234567890?pwd=123456>

ID: 1234567890

Passcode: 123456

To ensure your call goes smoothly, please test your device and internet connection by clicking on the 'Test Your Connection' button. You can access this button by clicking the meeting invite link.

If the results show that one or both are not working correctly, call 1-856-369-4641, and you will be connected with someone from Lumeca support that will be able to assist you. This phone number is available from 8:00 AM to 5:00 PM CST from Monday to Friday.

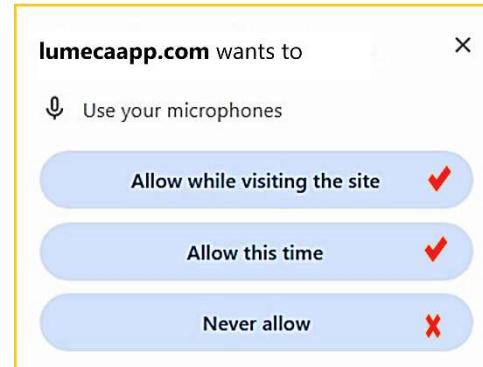
IF using a mobile device and this screen appears, they click '**Continue on Web**' **OR** they may download the **Lumeca Health** app from their app store (optional).

(If they do not see this screen, they may still download the app by opening their device's app store and searching for **Lumeca Health**.)



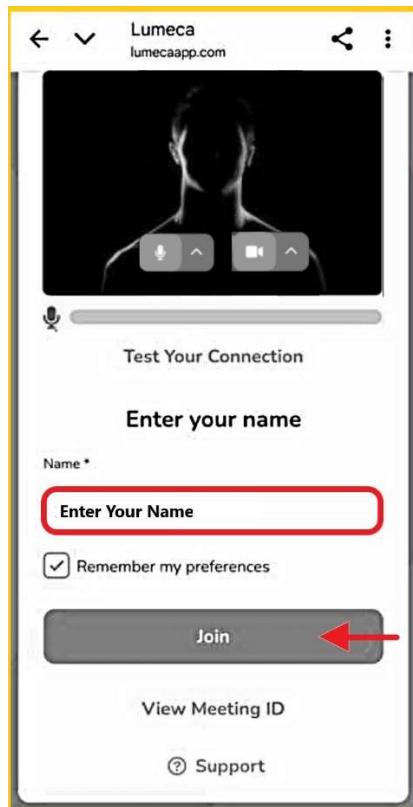
Whenever prompted they should '**Allow**' both camera and microphone.

Note: Their prompt may differ slightly from this example, depending on the browser and device they are using.

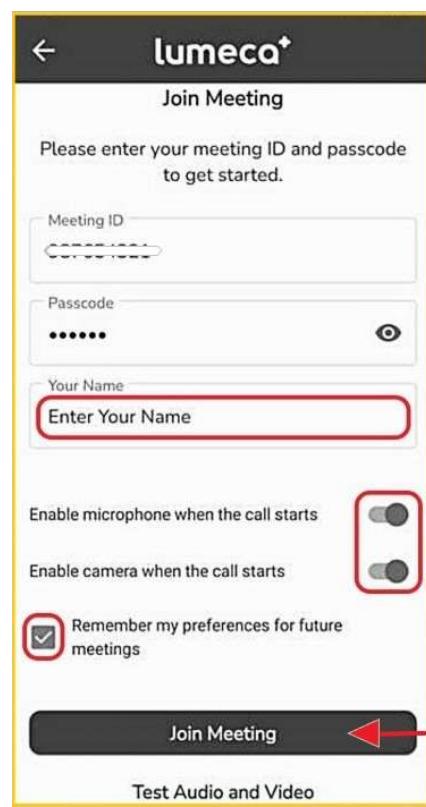


They will be directed to the 'Join Meeting' screen.

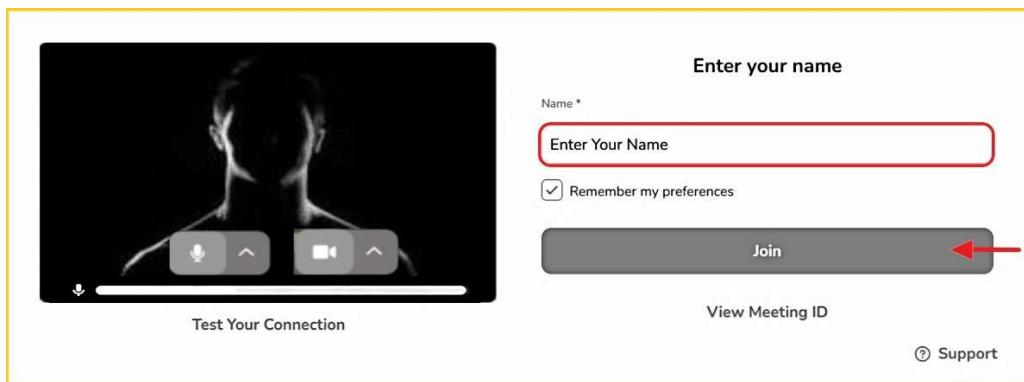
On the Web Using a Mobile Device:



On the APP Using a Mobile Device:



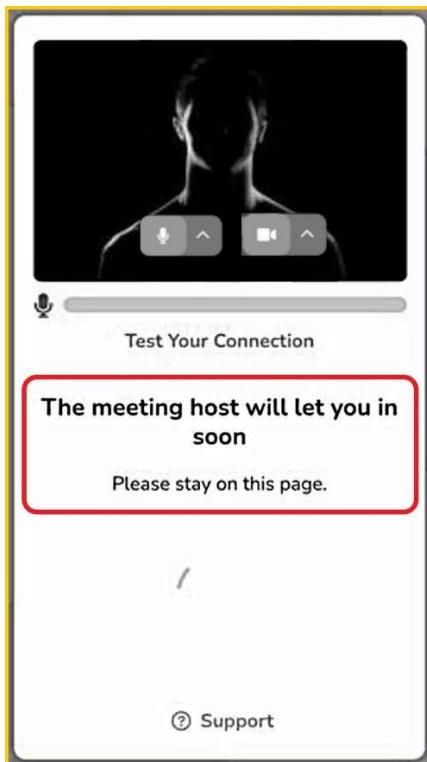
On the Web Using a Laptop/Desktop:



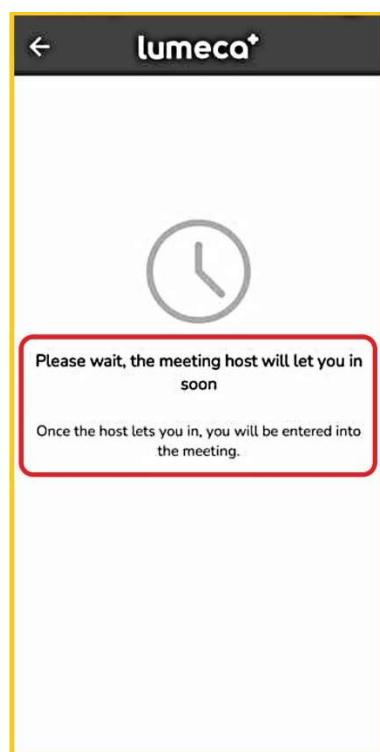
- It is recommended they leave their microphone and camera turned 'ON', then may turn them 'OFF' once in the video.
- '**Test Your Connection/Test Audio and Video**' - they may test their device's camera, microphone and connectivity to the internet and servers. It runs for approximately 30 seconds then will provide results.
- They **must** enter their name to identify themselves to the meeting host.
- If they want their camera/microphone settings and name saved for next time, they check '**Remember my preferences**'.
- When they are ready, they click '**Join/Join Meeting**'.

- They will be prompted to stay on this page until the meeting host lets them in:

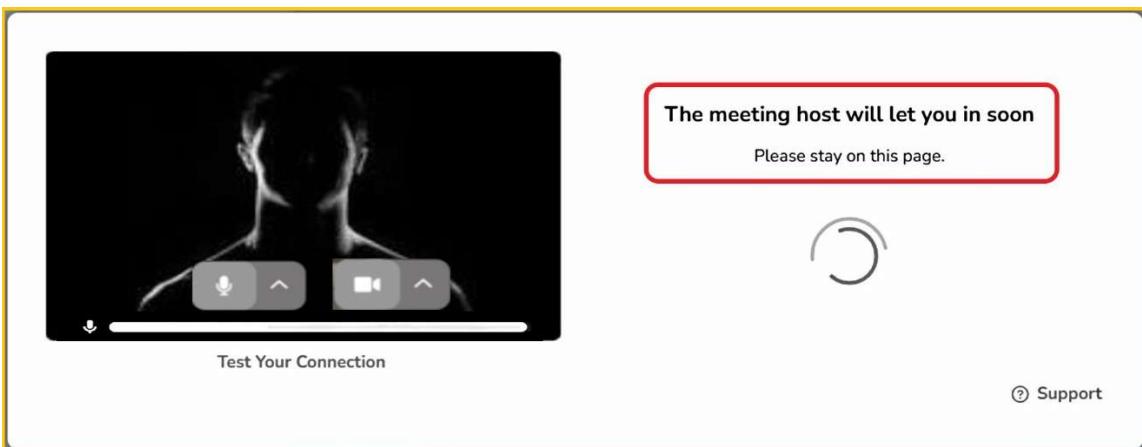
On the Web Using a Mobile Device:



On the APP Using a Mobile Device:



On the Web Using a Laptop/Desktop:



2 - PATIENT CONSULTATIONS

- If your clinic is seeing patients/clients using patient consults, those patients **DO need to be invited by your clinic as virtual patients and must create Lumeca Health accounts.**
- They will log into their account on the web using any device (laptop or mobile) at <https://lumecaapp.com/app/?screen=login> OR on a mobile device they may download and open the **Lumeca Health** app from their App Store.
- After logging into their account, they may access their appointment(s) under the 'Consultations' tab.

2.1 - PATIENT INVITED BY EMAIL TO JOIN YOUR VIRTUAL CLINIC

Invitation Email (Email #1) –

- It is important your invited patients use the links within this email, as these properly connect them to your virtual clinic. (After your patient has used these links and completed their account registration, these links will no longer work.)
- They must login at either <https://lumecaapp.com/app/?screen=login> or by opening the 'Lumeca Health' app (if downloaded onto their mobile device).

Your Health Care Provider, Demo Doc1, has invited you to register with CSM Demo Clinic in the Lumeca App.

Get Started

Before Demo Doc1 can start booking appointments with you, you need to set up your account and accept their invitation to CSM Demo Clinic.

Follow our easy how-to steps and you will be set up within a couple of minutes.

1. Download the app → SEE INSTRUCTIONS "B" BELOW

By downloading the app on your iOS or Android device, you will have access to your appointments, timely reminders and important messages from your health care provider.

  ← NEW ACCOUNT USING THE "APP"

Don't have a mobile device?
No need to worry, you can also use the [website](#). ← NEW ACCOUNT USING THE "WEB"

2. Log in or Create a new account

If you already have an account for the Lumeca App, log in. If you do not have account, you will need to create a new one.

3. Accept the invitation to register with CSM Demo Clinic → SEE INSTRUCTIONS "A" BELOW

Once you are logged in, open this email on your device, then click Accept Invitation:

Invitation from Demo Doc1
CSM Demo Clinic
Invite Code: 4V7G8H

Accept Invitation ← WITH EXISTING ACCOUNT

If you were not prompted to accept the invitation from the link, you can tap the Enter an Invite Code button on the home screen to enter your invite code: 4V7G8H.

Note

The link above is a one time registration link and will not work after you complete registration. If you'd like to get back to the website, go to the [login page](#). We recommend bookmarking this page for future reference.

Need Assistance?

If you have any questions or concerns, feel free to contact your Lumeca representative or email info@lumeca.com for support.

A - Patients Who Previously Have Created a 'Lumeca Health' Account:

'Step 3' in the email (refer to image above) -

- They click the **'Accept Invitation'** button.
- Then log into their existing account using the email and password they used to create their account.
- After logging in, they will be joined with your virtual clinic as a virtual patient.

B - Patients Who Do Not Have a 'Lumeca Health' Account:

'Step 1 & 2 (Create a new account)' in the email (refer to image above) -

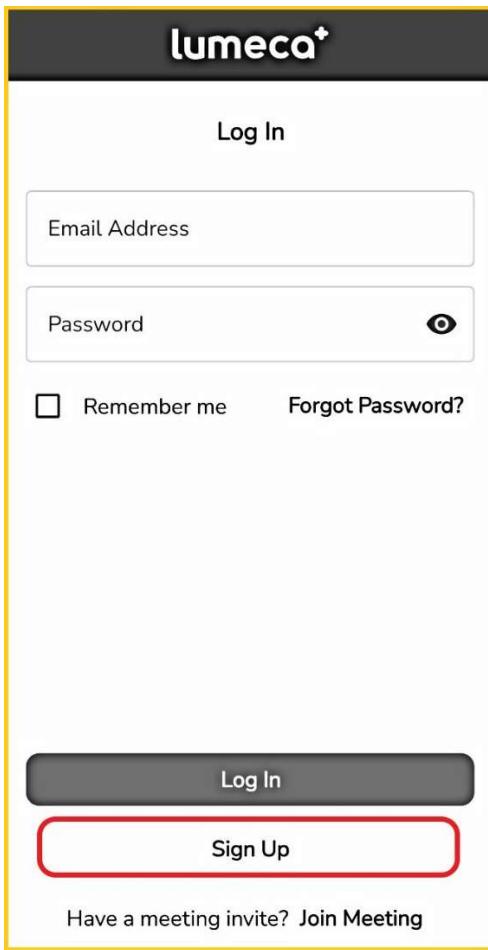
They click either,

- The **'App Store'** button and download **Lumeca Health** (Apple mobile devices)
- The **'Google Play'** button and download **Lumeca Health** (Android mobile devices, i.e. Samsung, etc.)
- The **'website'** (any type of device), then click **'Continue on Web'** (if this screen appears)



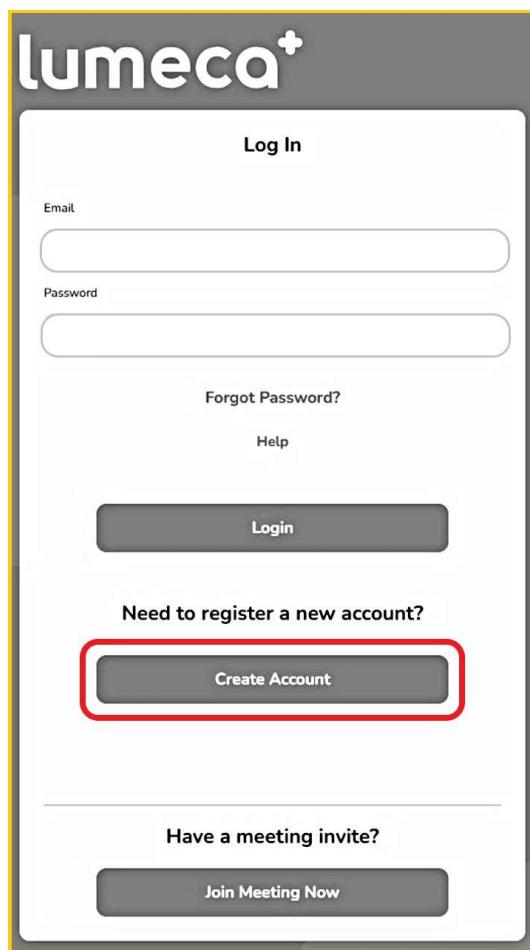
The Login Screen -

On the APP, they click 'Sign Up'



The login screen for the Lumeca+ app. It features a dark header with the 'lumeca+' logo. Below it is a white 'Log In' section containing 'Email Address' and 'Password' fields. A 'Remember me' checkbox and a 'Forgot Password?' link are also present. At the bottom are 'Log In' and 'Sign Up' buttons, with the 'Sign Up' button highlighted by a red box. A link for 'Have a meeting invite?' is at the very bottom.

On the WEB, they click 'Create Account'



The login screen for the Lumeca+ web application. It has a dark header with the 'lumeca+' logo. Below it is a white 'Log In' section with 'Email' and 'Password' fields, and links for 'Forgot Password?' and 'Help'. A 'Login' button is at the bottom. A 'Create Account' button is highlighted with a red box. Below it, a 'Have a meeting invite?' section with a 'Join Meeting Now' button is shown.

The 'Account Information' screen -

- They must complete all fields:
 - First name
 - Last name
 - Email address
 - Date of birth
 - Gender
 - A unique secure password, completing all password requirements
 - Check that they have read & agree with the '**Terms**' and '**Privacy Policy**'
 - Check that they agree to the '**Consent Form**'
- They then click '**Continue**'.

Account Information

Please provide the following information to register your account.

First Name

Last Name

Email

Birth Month Birth Day Birth Year

Month Day Year

Gender

Choose a Password

Password

Confirm Password

I have read and agree to the Terms and Privacy Policy

I have read and agree to the Consent Form

Continue

Password Requirements

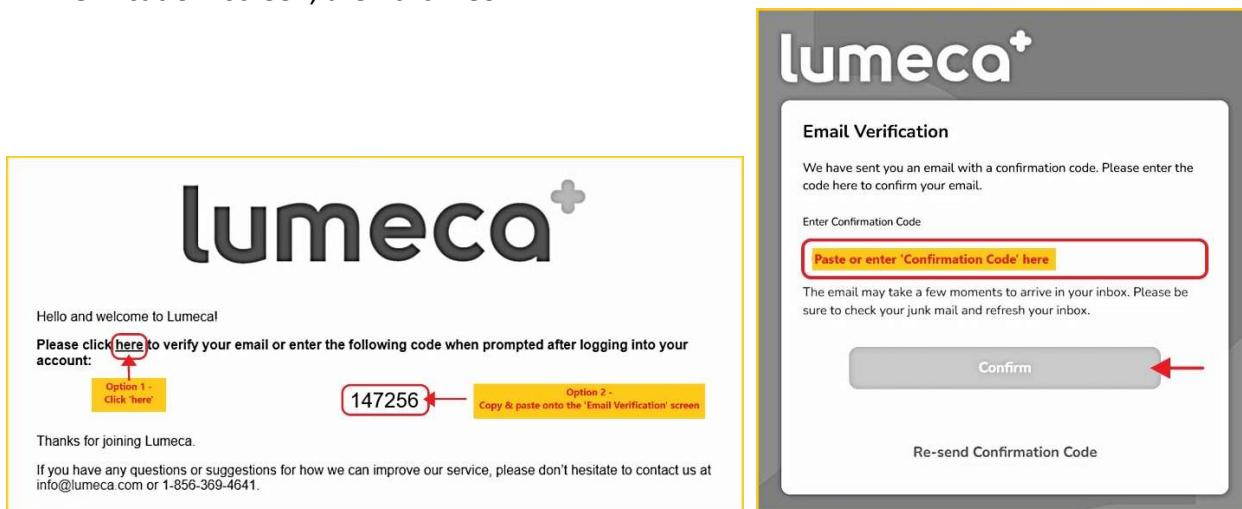
- At least 8 characters
- At least 1 capital letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 symbol (*, %, !, etc...)
- Confirmation password matches

'Email Verification' screen & Email #2 –

After they complete the 'Account Information' screen, they will receive a second email which provides a 'Confirmation Code' to verify their email address. (If they do not receive the 2nd email, in either their Inbox, Spam or Junk folders, they may click 'Re-send Confirmation Code' on the 'Email Verification' screen.)

There are two ways to enable the 'Confirmation Code' (both options do the same thing):

1. They bypass the 'Email Verification' screen and simply click the 'here' hyperlink within this 2nd email.
2. They manually enter the 'Confirmation Code' provided in this 2nd email onto the 'Email Verification' screen, then click 'Confirm'.



lumeca+

Email Verification

We have sent you an email with a confirmation code. Please enter the code here to confirm your email.

Enter Confirmation Code

Paste or enter 'Confirmation Code' here

The email may take a few moments to arrive in your inbox. Please be sure to check your junk mail and refresh your inbox.

Confirm

Re-send Confirmation Code

- If prompted, they click 'Accept Invitation' and will now be joined to your clinic.



Invitation to join CSM Demo Clinic

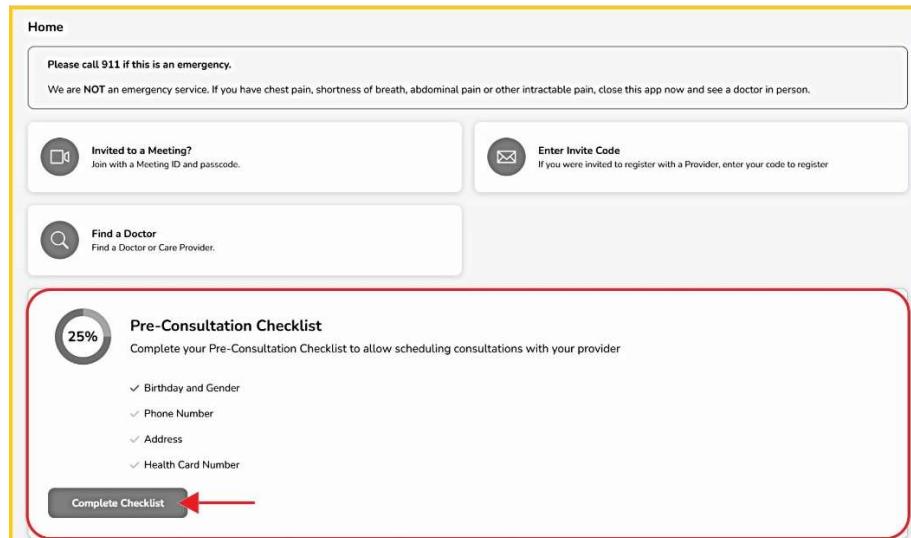
Demo Doc1
220-10 Research Drive

Accepting this invitation will allow you to manage appointments with your care provider.

Accept Invitation

Decline Invitation

- They should complete their 'Pre-Consultation Checklist' to 100%.



Home

Please call 911 if this is an emergency.

We are NOT an emergency service. If you have chest pain, shortness of breath, abdominal pain or other intractable pain, close this app now and see a doctor in person.

Invited to a Meeting? Join with a Meeting ID and passcode.

Find a Doctor Find a Doctor or Care Provider.

25% Pre-Consultation Checklist

Complete your Pre-Consultation Checklist to allow scheduling consultations with your provider

✓ Birthday and Gender
✓ Phone Number
✓ Address
✓ Health Card Number

Complete Checklist

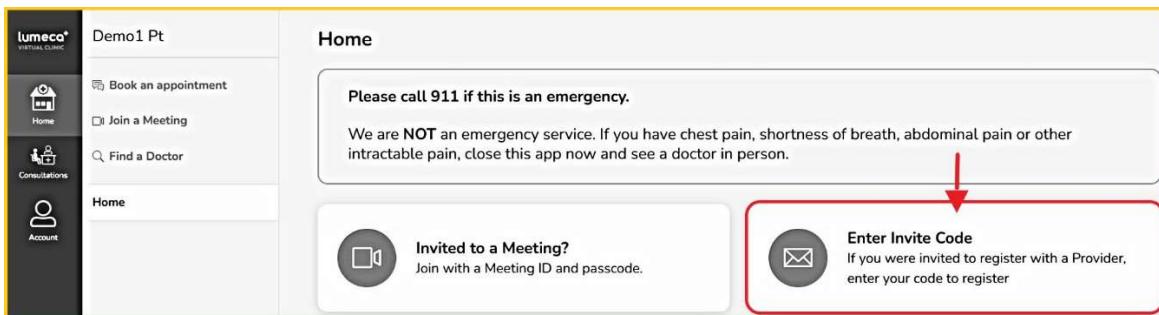
2.2 - PATIENTS INVITED WITH AN 'INVITE CODE' PROVIDED BY THE CLINIC

Each time your clinic invites a patient, an 'Invite Code' is created.

- The code may be found under **Clinic > Patients > Invited Patients**.

Invited Patients						
Name		Provider	Date Invited	Date Accepted	Phone Number	Email
Uncle Patient		Dr E Marshall	July 2, 2024			uncle@testestest.com
Baby Patient		Dr E Marshall	July 2, 2024			3T92JX

- You can provide this code to your patient, verbally or via text.
- Once the patient creates and logs into their account, they would click '**Enter Invite Code**' on their 'Home' page.



- They enter the code provided by you and click '**Submit**'.

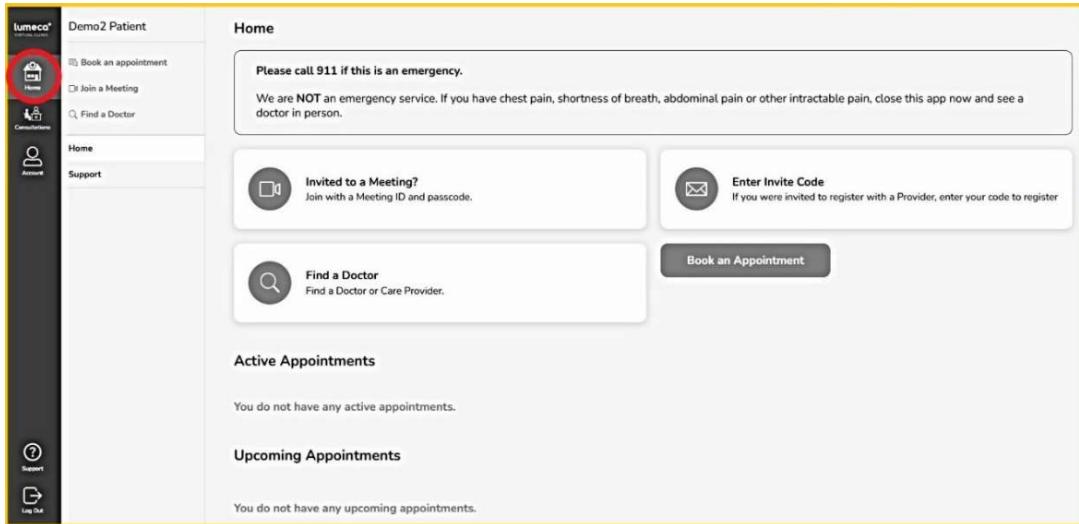
They will now be joined to your clinic and should complete their '**Pre-Consultation Checklist**'.

Patient Features within Lumeca Health

On the WEB – There are five sections along the left navigation bar:



THE 'HOME' SCREEN

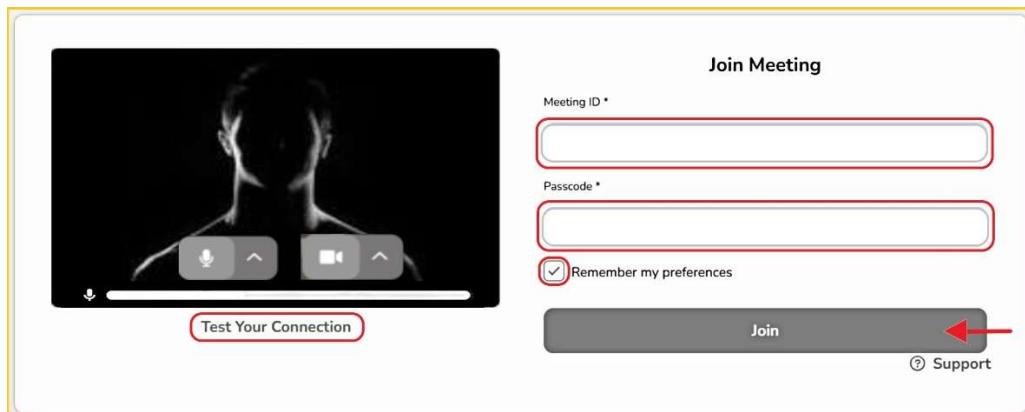


'Book an appointment' – if this feature is enabled, patients may book a virtual appointment with their healthcare provider.

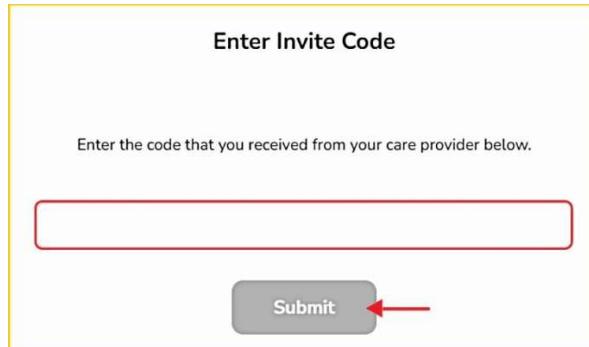
'Invitation from a care provider' – this only appears if your patient has an outstanding invitation to join a clinic. Once they click this button and **'Accept'** the invitation, this will disappear from their **'Home'** screen.

'Invited to a Meeting?' – patients may join a meeting after logging into their account.

- If prompted, they must 'allow/enable' their camera and microphone. They must manually enter the Meeting ID and Passcode provided in the email, enable/disable their microphone and camera, click if they want these preferences remembered for future meetings, then click **'Join'**. *Note: when logged into their account, they are not asked to enter their name on this screen, as it will automatically generate and identify them to the meeting host/clinician.*
- They may test their audio and video equipment & connectivity prior to joining the meeting by clicking the **'Test Your Connection'** button. The test takes approximately 30 seconds then will provide results.



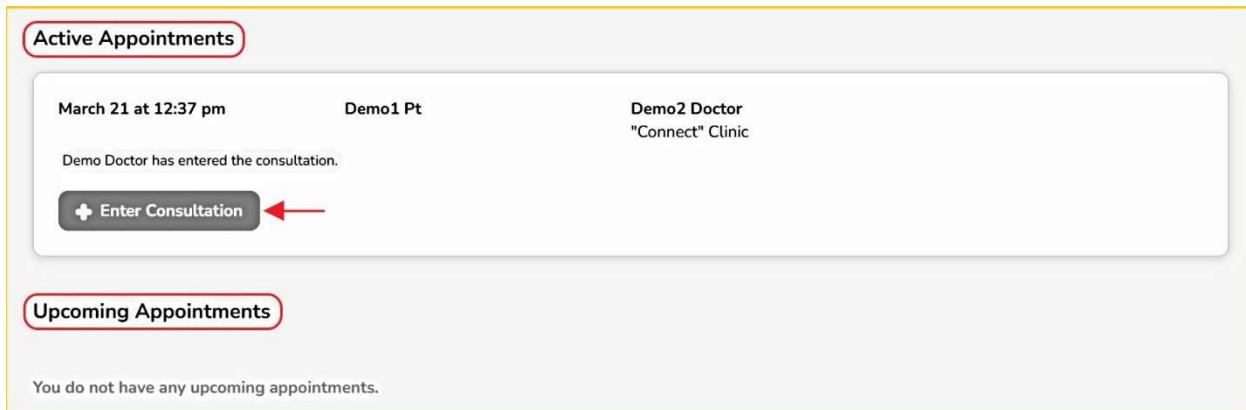
'Enter an Invite Code' – when patients are invited to join your virtual clinic with an invite code provided by your clinic (rather than via an email invitation), they create an account, log into their account, click this button, manually enter the invite code, then click '**Submit**'. They will then appear under your 'Patients' list when you search for them.



The image shows a rectangular form with a yellow border. At the top center, it says 'Enter Invite Code'. Below that is a line of text: 'Enter the code that you received from your care provider below.' Underneath this text is a red rectangular input field. At the bottom right is a grey 'Submit' button with a white arrow pointing to its left.

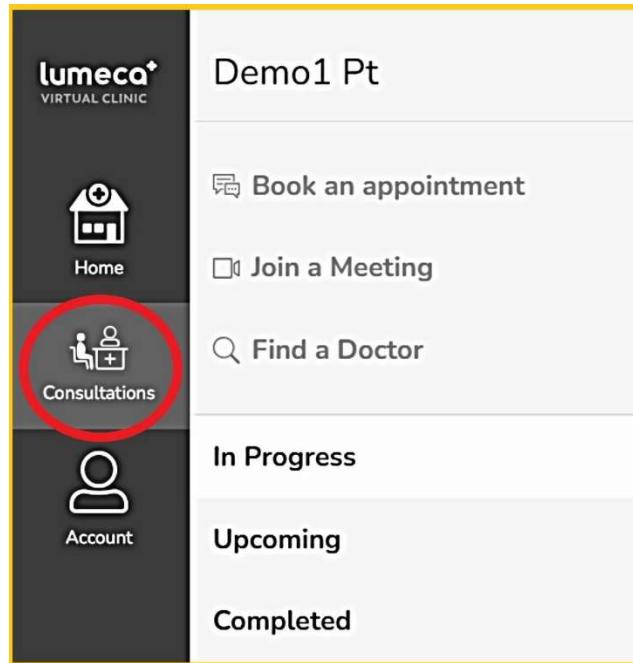
'Active Appointments/Upcoming Appointments' – the patient can quickly view or enter their scheduled patient consultations or, may do so from the '**Consultations**' tab (see below).

Note: this is not where they access scheduled 'Meet Now' video meetings.



The image shows a patient interface for managing appointments. At the top left is a red button labeled 'Active Appointments'. Below it is a white box containing appointment details: 'March 21 at 12:37 pm', 'Demo1 Pt', 'Demo2 Doctor', and 'Connect Clinic'. Below these details is a message: 'Demo Doctor has entered the consultation.' At the bottom left of this box is a grey 'Enter Consultation' button with a white arrow pointing to its left. At the bottom of the main interface is a red button labeled 'Upcoming Appointments'. Below this button is a message: 'You do not have any upcoming appointments.'

THE 'CONSULTATIONS' SCREEN



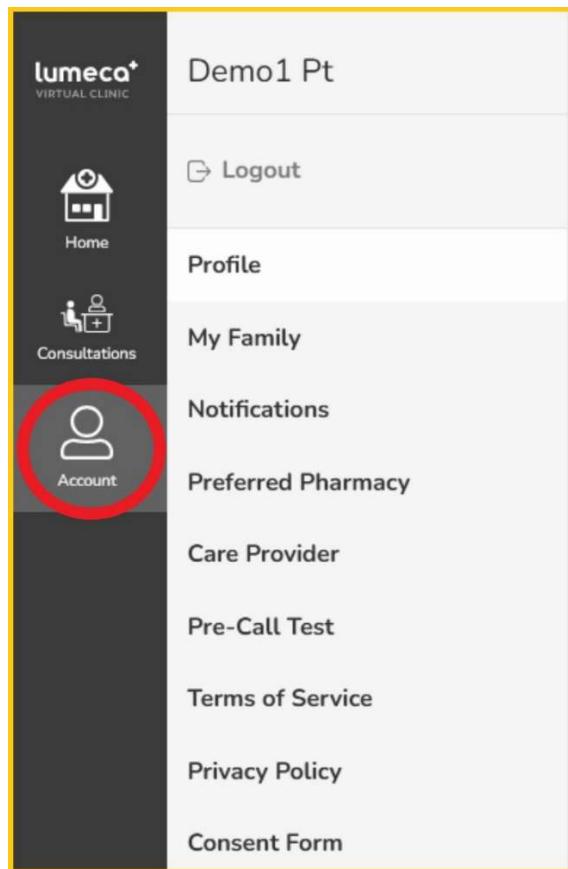
This is where patients go to find and attend their 'In Progress', their 'Upcoming' and their 'Completed' patient consultations.

Note: this is not where they access scheduled 'Meet Now' video meetings.

There are 3 sections available:

- **In Progress** – appointments that are currently active (entered by the healthcare provider but not yet completed or archived by the clinic). *Note: until consultations are 'archived' by the clinician or their admin, these will continue to be listed in this section.*
- **Upcoming** – appointments that are scheduled for the future. *Note: as soon as the clinician enters the patient consultation, it will move into the 'In Progress' section.*
- **Completed** – past appointments that are complete and archived by the clinic.

ACCOUNT SCREEN



- **Profile** – patient's account information, including email address, first & last name, address, phone numbers, date of birth, gender and health card number). Patients may add a profile picture or edit any of their account information, including changing their account password. This is also where they may enable two-factor authentication (recommended but optional for patients). They must remember to '**Save Changes**'.

The screenshot shows the 'Account Information' section of the account screen. It includes fields for 'Contact Information' (Email, First Name, Last Name, Home Phone Number, Mobile Phone Number), 'Address' (Province, Street, City, Apt/Suite, Postal Code), 'Age and Gender' (Birth Year, Birth Month, Birth Day, Gender), and 'Health Card Number'. A red arrow points to the 'Save Changes' button at the bottom left. The entire form is enclosed in a yellow border.

- **My Family** – parents/caregivers may add their dependents to their account.

Dependents

Your dependents

You are able to add and remove dependents.

Dependents	Action
Baby Patient	

Add a Dependent

- **Notifications** – displays their email and mobile number where appointment notifications will be sent from the clinic. This is automatically updated if they revise their email address and/or mobile number in their profile info.

Notifications

Email notifications will be sent to [REDACTED]

SMS (text message) notifications will be sent to (306) [REDACTED]

You can change these settings by updating Your Profile

- **Preferred Pharmacy** – a map where the patient may click on one of the blue circles to choose the pharmacy they normally deal with.

Select Preferred Pharmacy

Map

Loblaw Pharmacy 1533
Unit 1200 - 3806 Albert Street
Regina, SK

Choose

- **Care Provider** – a list of clinics the patient is joined with through Lumeca Health.

Care Provider

"Connect" Clinic

Demo1 Doctor
Demo2 Doctor
123 Smith Avenue
Somewhere, Saskatchewan

- **Pre-Call Test** – test of device's audio, video, & connectivity to the internet and servers. The same feature as the clinic users have under their 'Account' screen.
- **Terms of Service** – legal agreement between patient and eHealth Saskatchewan regarding use of Lumeca Health.
- **Privacy Policy** – privacy standards for patient's PHR.
- **Consent Form** – patient's acceptance of consent to use Lumeca Health for personal healthcare by their clinician(s).

SUPPORT SCREEN

Support

Contact Us

Running into a technical issue? Connect with us and we'll guide you through it.



Chat

Our live support team is happy to help.

Chat with support



Call

Our live support team is happy to help.

1-856-369-4641



Email

support@lumeca.zendesk.com

Email support

Help Topics

Find how-to articles, videos, and troubleshooting resources in our help centre.



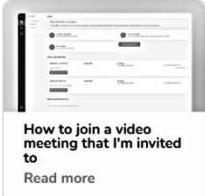
Audio & Video Tips

Read more



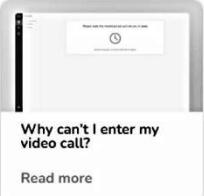
How to join a virtual consultation

Read more



How to join a video meeting that I'm invited to

Read more



Why can't I enter my video call?

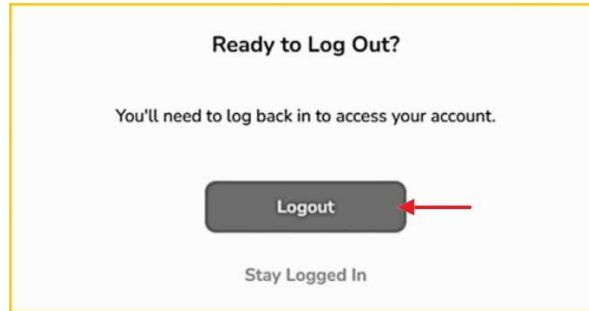
Read more

[More Help Topics](#)

- **Contact Us** – users, including patient may contact our Support via chat, phone call or email. Support is provided by our live agents, not AI.
- **Help Topics** – there are many step-by-step articles and videos available on our Zendesk. Users may click on these example articles, the ‘More Help Topics’ button and may ‘Search’ by specific words once in our Zendesk.

LOG OUT SCREEN

- It is recommended that users log out at the end of their sessions or if leaving their device unattended.



- Users who do not log out manually are automatically logged out after approximately four hours of inactivity. A two-minute countdown will warn them that they will be logged out.

