

Lumeca Health Patient Experience

This document outlines the patient experience for both types of video appointment options:

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

Video Meeting	Consultation
Meetings allow you to quickly talk with a patient, their participants and other care providers.	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	✓ 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 have been invited to by clicking the '**https/...**' quick link your clinic sends them via email or SMS before the meeting.

Join Virtual Health Meeting

<https://lumecaapp.com/app/j/7227000-1233?pwd=00000000>

ID: 7227000-1233

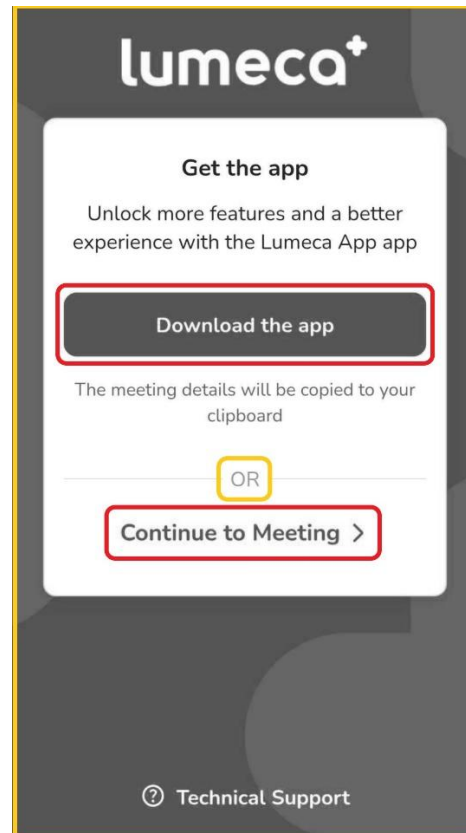
Passcode: 00000000

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.

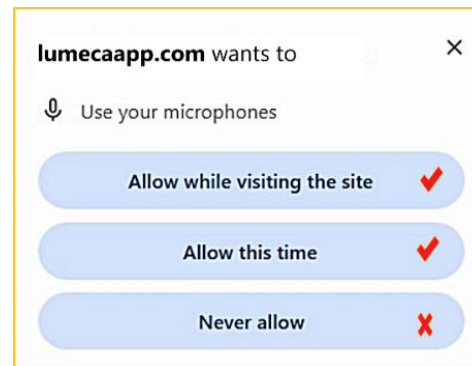
- ☐ Note: Patients may also join a meeting they were invited to from the following locations; however, they will need to manually enter the Meeting ID and Passcode:
 - The Lumeca Health Login screen – **Join Meeting Now** button
 - The Home screen if logged into an account – **Invited to a Meeting?** button

- ❑ **IF** using a mobile device and this screen appears, they have the option to **Download the app** (Lumeca Health) or **Continue to Meeting** (uses the web).
- ❑ If they do not see this screen, they may still download the **Lumeca Health** app in their device's app store.



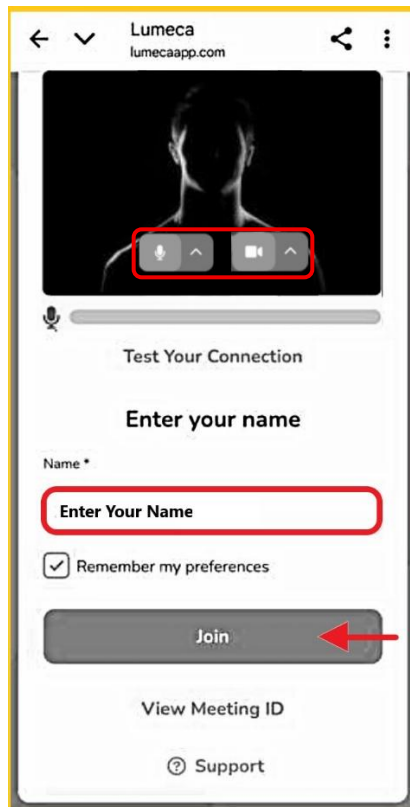
- ❑ Whenever prompted they should **Allow** both camera and microphone.

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

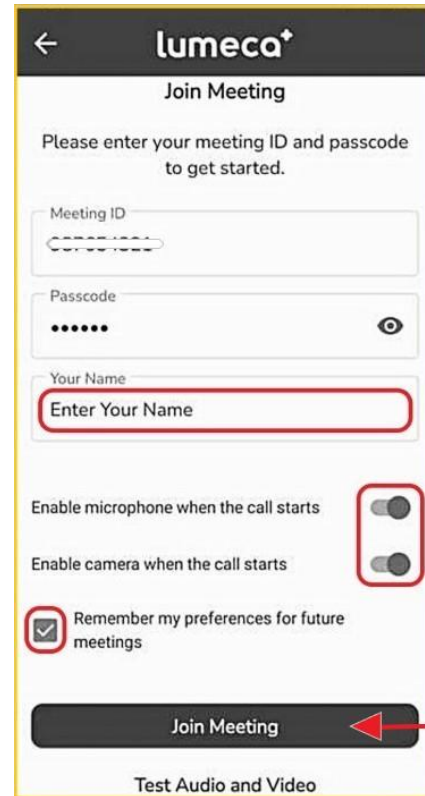


They will be directed to the **Join Meeting** screen.

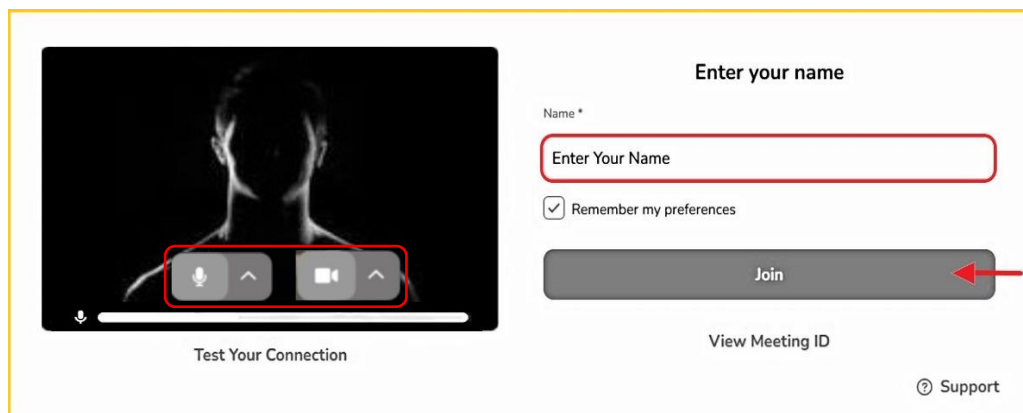
On the Web Using a Mobile Device:



On the APP Using a Mobile Device:



On the Web Using a Laptop/Desktop:

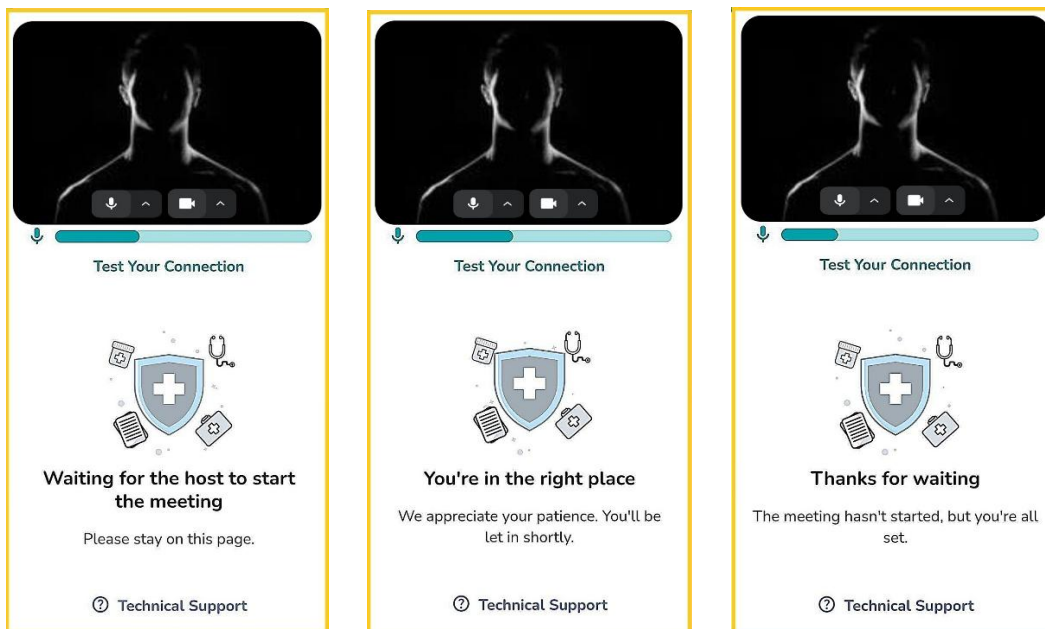


- ☐ It is recommended they leave their microphone and camera turned **ON**, then may turn them **OFF** once in the video if needed.
- ☐ **Test Your Connection/Test Audio and Video** - they may test their device's camera, microphone and connectivity to the internet and servers. It runs for approximately one minute 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**.

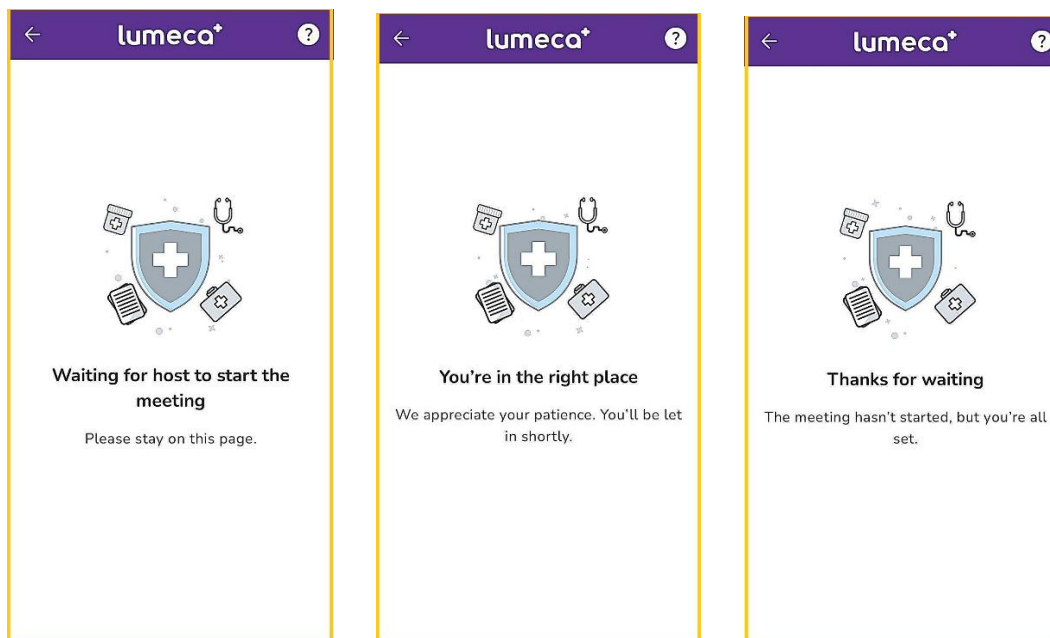
- They will be prompted to stay on this page until the meeting host lets them in – the message alternates every 30 seconds:

- *Waiting for the host to start the meeting – Please stay on this page*
- *You're in the right place – We appreciate your patience. You'll be let in shortly.*
- *Thanks for waiting – The meeting hasn't started, but you're all set.*

On the Web:



On the APP:



If denied admission by the meeting host, they will see this prompt. →

- If this was a mistake, they may make another attempt to join the meeting.



If they drop from the meeting by mistake or due to poor internet, they may re-enter it by again clicking the '<https://...>' quick link in the email, as long as the meeting is still active.

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 much create Lumeca Health accounts (instructions below).

- ☐ Afterwards, they will log into their account at <https://lumecaapp.com/app/?screen=login> OR on a mobile device they may download and open the **Lumeca Health** app.
- ☐ After logging into their account, they may access their appointment(s) under the **Consults** 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.)

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.

Download on the App Store

GET IT ON Google Play

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.

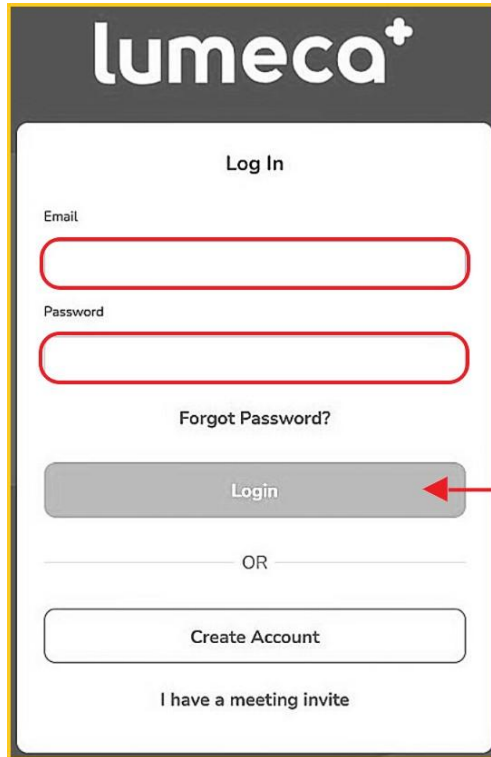
Need Assistance?

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.

A screenshot of the Lumeca Health login interface. At the top is the 'lumeca+' logo. Below it is a 'Log In' section with an 'Email' label and a text input field, followed by a 'Password' label and another text input field. A 'Forgot Password?' link is positioned below the password field. A grey 'Login' button is located below the password field, with a red arrow pointing to it from the right. Below the login button is a horizontal line with the text 'OR' in the center. Underneath is a 'Create Account' button. At the very bottom, there is a link that says 'I have a meeting invite'.

- ☐ After logging in, they will be joined with your virtual clinic as a virtual patient.

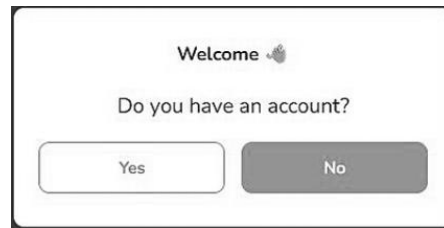
B - Patients Who Do Not Have a 'Lumeca Health' Account:

'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)

*On the APP, they may have to click **Sign Up***

They will be asked whether or not they currently have a **Lumeca Health** account.

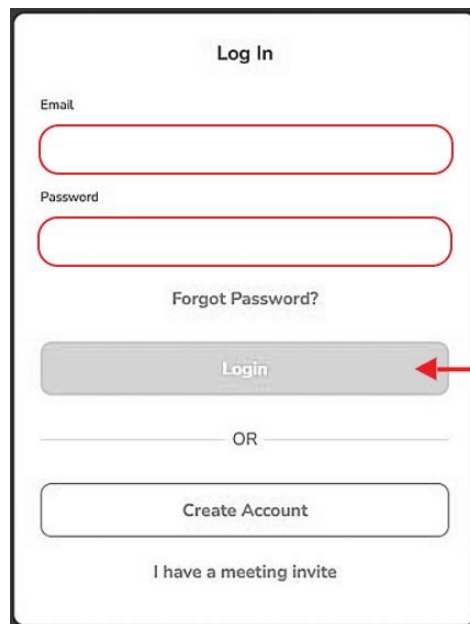


Welcome 🤖

Do you have an account?

Yes No

- ❑ **If Yes**, they will be directed to the Login screen where they enter the email address and password used to create their account, then click **Login**.



Log In

Email

Password

Forgot Password?

Login

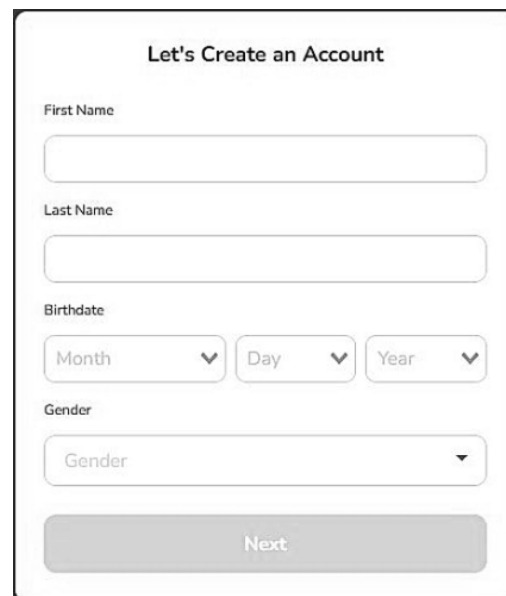
OR

Create Account

I have a meeting invite

- ❑ **If No**, they will be directed to the first **Account Creation** screen - they must complete all fields:

- First name
- Last name
- Date of birth
- Gender



Let's Create an Account

First Name

Last Name

Birthdate

Month Day Year

Gender

Next

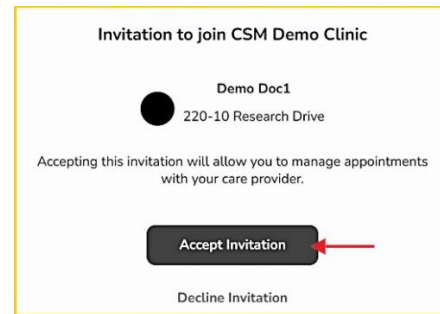
- ❑ After completing that screen and clicking **Next**, they will be directed to the second **Account Creation** screen - they must complete all fields:
 - Enter a valid email address (family email addresses may only be used for one user's account, as they are used as account identifiers)
 - Create a unique, secure password that meets 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**.

'Email Verification' screen & Email #2 –

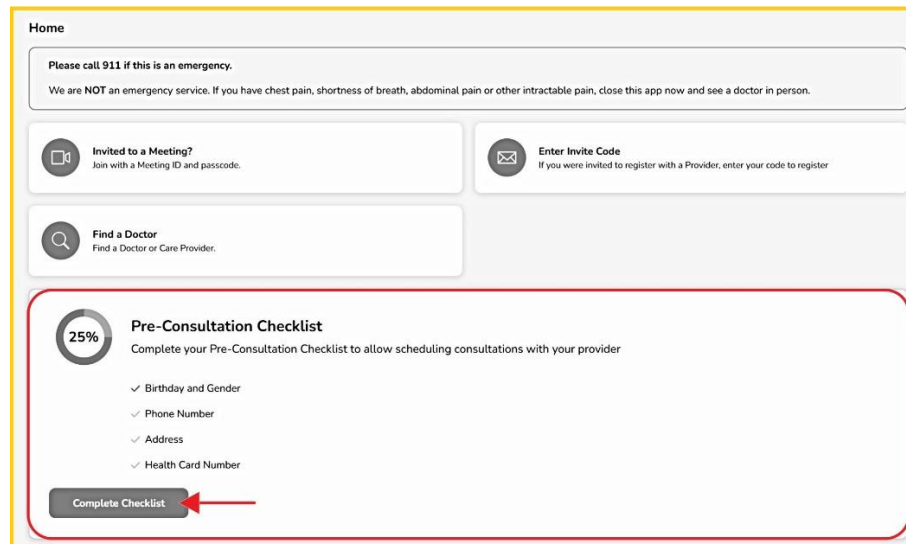
After they complete the **Account Information** screen, they will receive a second email which provides a **Confirmation Code** to verify their email address. (If they do not receive the 2nd email, in either their Inbox, Spam or Junk folders, they may click **Re-send Confirmation Code** on the 'Email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

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



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



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

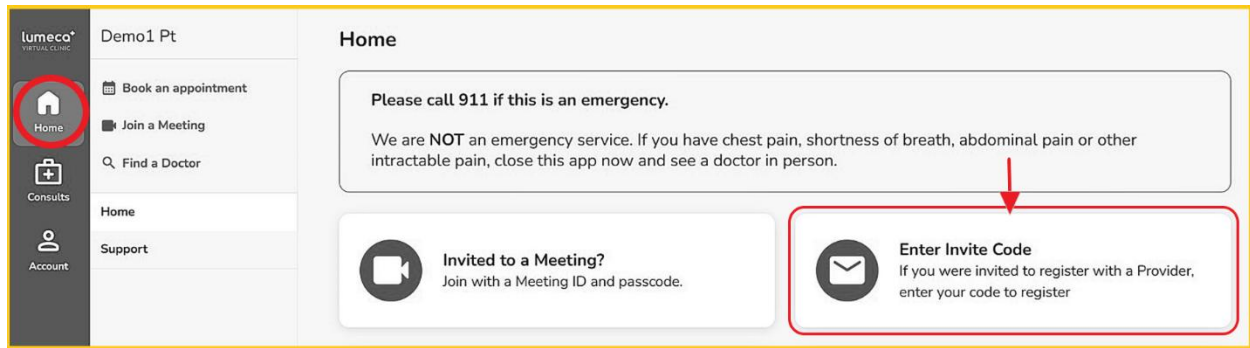
Each time your clinic invites a patient, an **Invite Code** is created.

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

Invited Patients						
Providers			Status			
Search first name, last name or email			Add Provider		Add Status	
Name	Provider	Date Invited	Date Accepted	Phone Number	Email	Invite Code
Uncle Patient	Dr E Marshall	July 2, 2024			uncle@te sttesttest est.com	GHTKYT
Baby Patient	Dr E Marshall	July 2, 2024				3T92JX

- ❑ This code is sent to them in the invitation email or 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 the **Home** page.



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

A screenshot of the 'Enter Invite Code' form. The title 'Enter Invite Code' is at the top. Below it is the instruction 'Enter the code that you received from your care provider below.' There is a large, empty rectangular input field. At the bottom of the form is a grey 'Submit' button, which is highlighted with a red arrow pointing to it from the right.

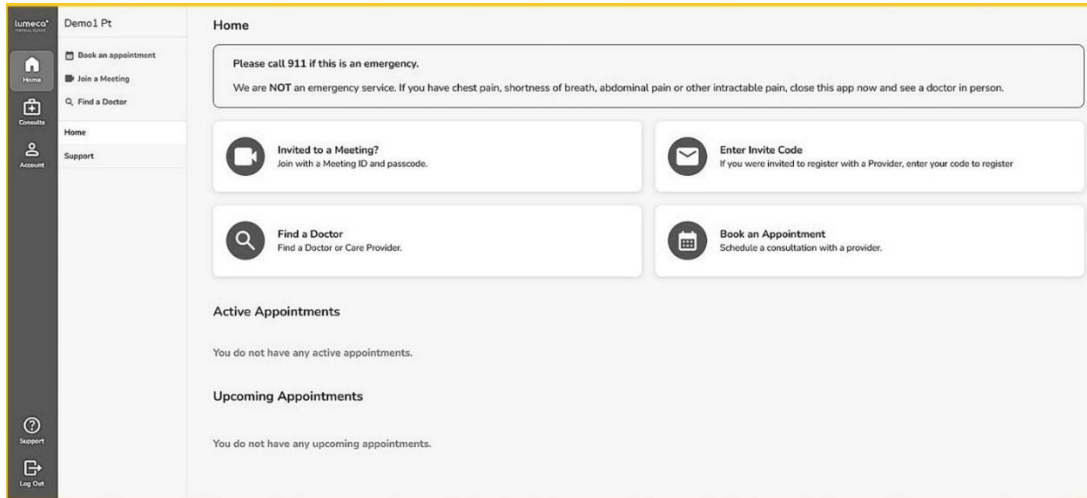
They will now be joined to your clinic and should complete their **Pre-Consultation Checklist**.

Patient Features within Lumeca Health

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

Home	Consultations	Account	Support	Logout
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THE 'HOME' SCREEN

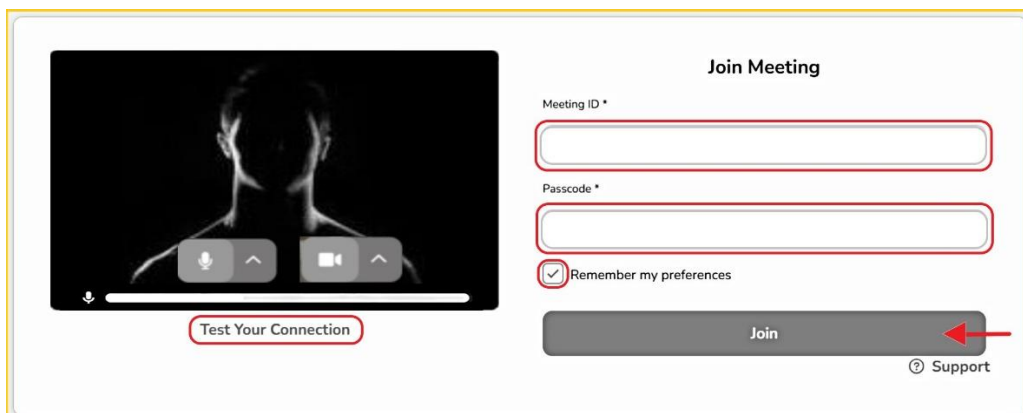


'Book an appointment' – if this feature is enabled, patients may book a virtual appointment with their healthcare provider.

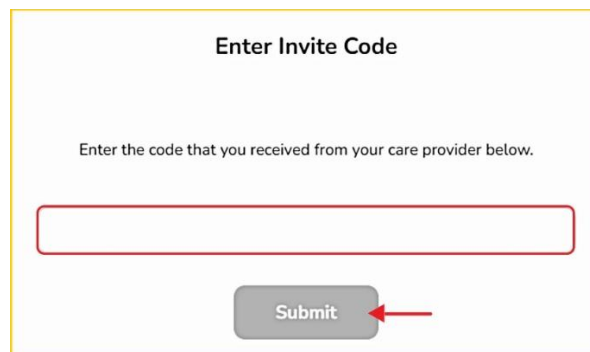
'Invitation from a care provider' – this only appears if your patient has an outstanding invitation to join a clinic. Once they click this button and **Accept** the invitation, this will disappear from their **Home** screen.

'Join a Meeting / 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.



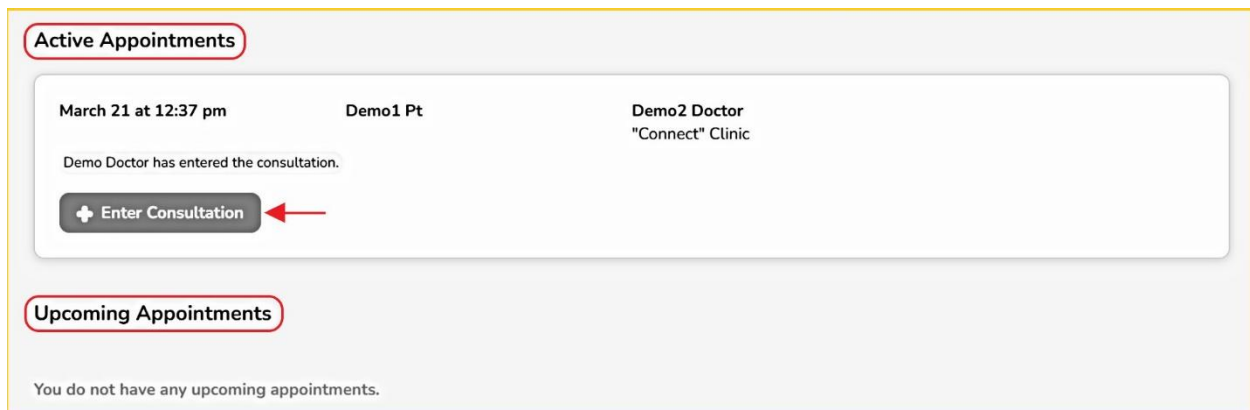
‘Enter an Invite Code’ – when patients are invited to join your virtual clinic with an invite code provided by your clinic (rather than via an email invitation), they create an account, log into their account, click this button, manually enter the invite code, then click **Submit**. They will then appear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



The screenshot shows a form titled "Enter Invite Code". Below the title is a text prompt: "Enter the code that you received from your care provider below." There is a large, empty rectangular input field. Below the input field is a grey button labeled "Submit". A red arrow points to the "Submit" button.

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

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



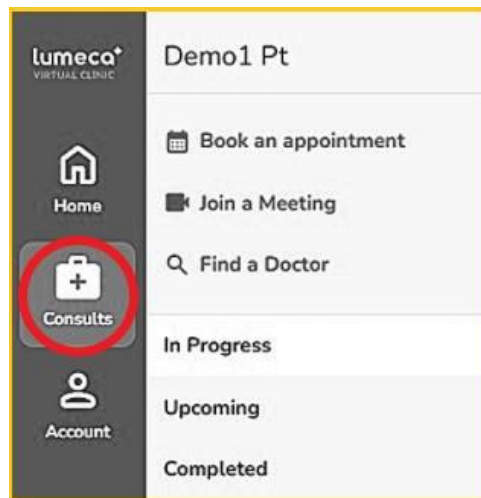
The screenshot shows a user interface with two sections. The top section is titled "Active Appointments" and contains a table with the following information:

March 21 at 12:37 pm	Demo1 Pt	Demo2 Doctor "Connect" Clinic
Demo Doctor has entered the consultation.		
+ Enter Consultation		

A red arrow points to the "+ Enter Consultation" button. Below this section is the "Upcoming Appointments" section, which contains the text: "You do not have any upcoming appointments."

‘Find a Doctor’ – This will be visible to patients if the clinic has enabled new patient registration. To help manage intake, the clinic can set a maximum number of new patient registrations. Once that limit is reached, registration for new patients will no longer be available until additional capacity is made available.

THE 'CONSULTS' SCREEN

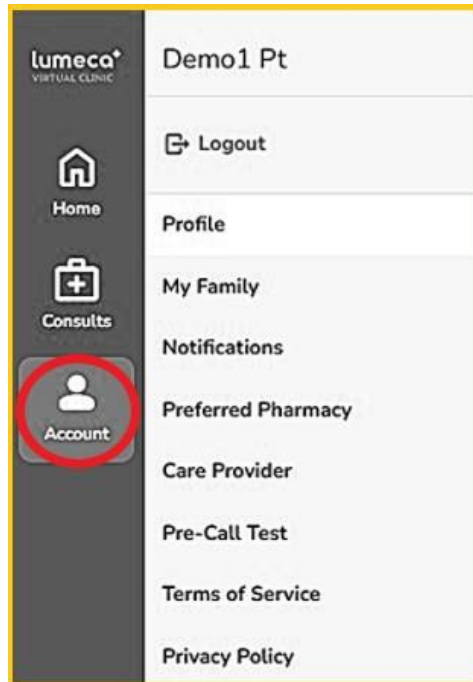


This is where patients go to find and attend their **In Progress**, **Upcoming** and **Completed** patient consultations.

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

- **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.

THE '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**.

A screenshot of the 'Account Information' screen in the Lumeca Virtual Clinic app. At the top, there's a header with a profile icon, the name 'Demo1 Pt', a 'Change Profile Picture' button, and 'Change Email' and 'Change Password' buttons. The main content area is divided into sections: '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'. Each section contains input fields with pre-filled or example data. At the bottom of the form, there are two buttons: 'Save Changes' and 'Cancel Changes', with a red arrow pointing to 'Save Changes'. Below the form is a 'Two-Factor Authentication' section with a description and an 'Enable Two-Factor Authentication' button.

- **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.

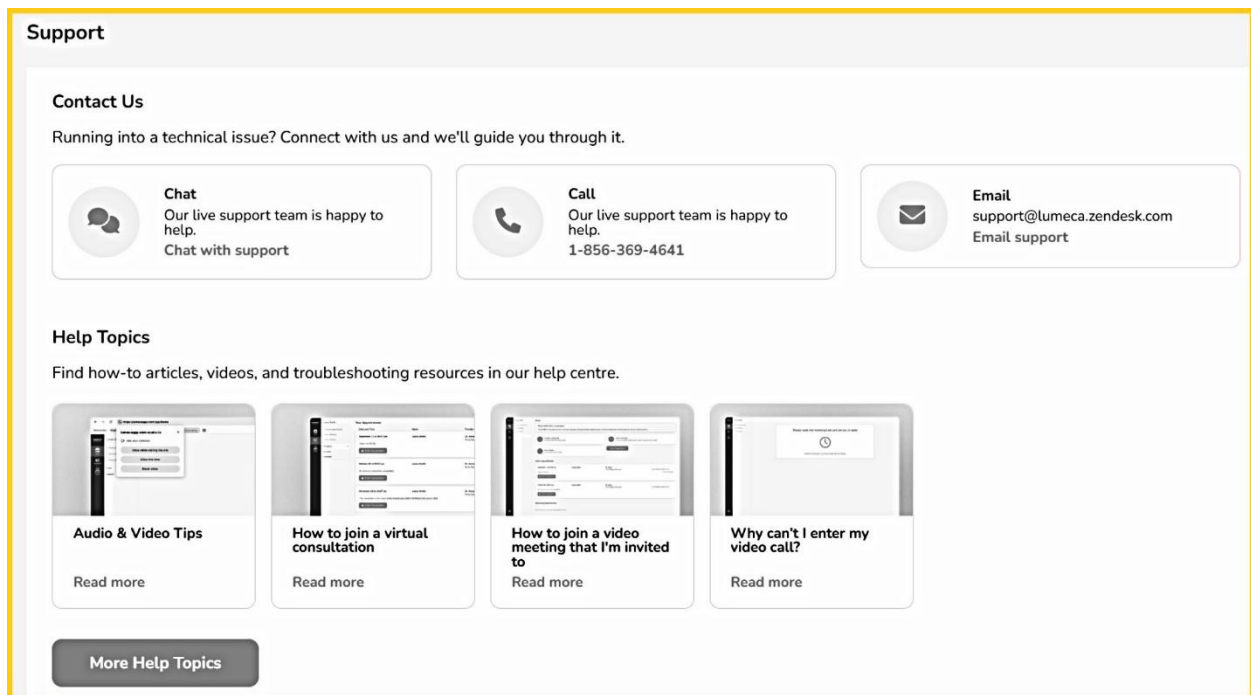
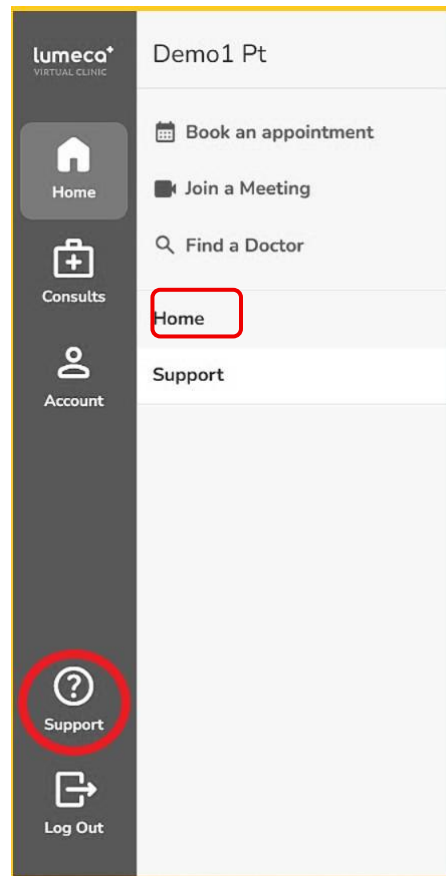
Care Provider

"Connect" Clinic
Demo1 Doctor
Demo2 Doctor
123 Smith Avenue
Somewhere, Saskatchewan

[>](#)

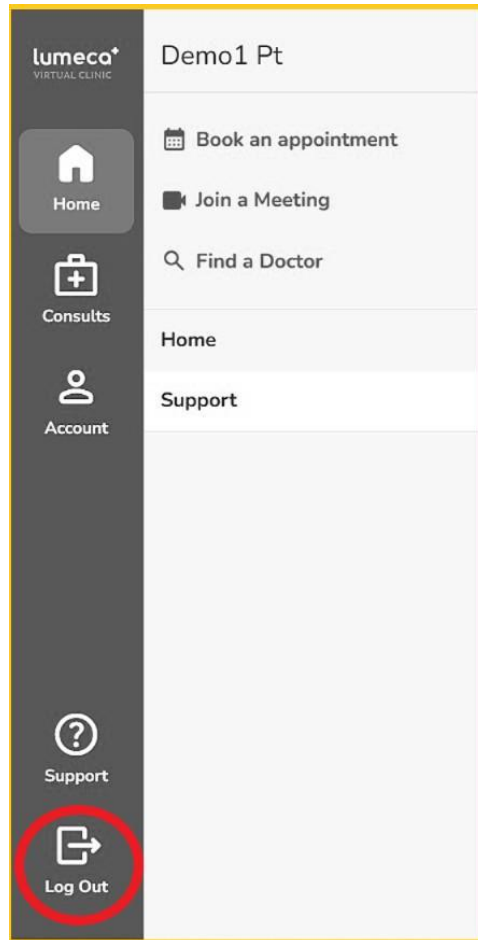
- **Pre-Call Test** – test of device's audio, video, & connectivity to the internet and servers. The same feature as the clinic users have under their 'Account' screen.
- **Terms of Service** – legal agreement between patient and eHealth Saskatchewan regarding use of Lumeca Health.
- **Privacy Policy**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

THE 'SUPPORT' SCREEN

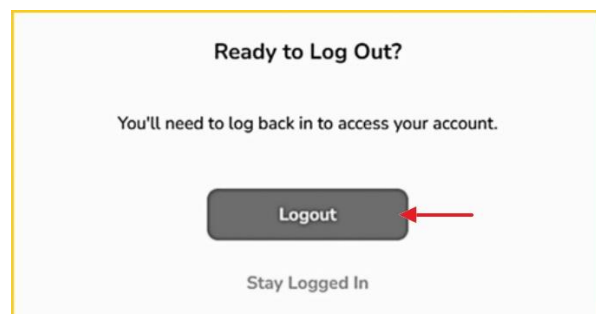


- **Contact Us** – users, including patient may contact our Support via chat, phone call or email. Support is provided by our live agents, not AI.
- **Help Topics** – there are many step-by-step articles and videos available on our Zendesk. Users may click on these example articles, the 'More Help Topics'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

LOG OUT



- 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.

