

# Digital care meetings on Mitt vårdmöte



You can now have a video meeting with our staff using the “Mitt vårdmöte” app.

You and the member of staff you are due to meet decide together if the meeting should be held digitally.



A video meeting can replace certain appointments at a healthcare facility.

It could make things easier for patients and their families.

It is also a climate-smart alternative!



You will need a computer, mobile phone or tablet with a camera and an Internet connection.

Download the “Mitt Vårdmöte-VGR” app from Google Play or App Store if you want to use a mobile phone or a tablet.

You will need a Mobile BankID to log in.



Remember to be in a room where you are not disturbed and where other people cannot hear what is being said. You will need access to the Internet.

Ideally, you should use headphones with a microphone to ensure we can hear each other properly.



You will receive a meeting notification either by text message or email.

The first time you open the app you will need to agree to the terms and conditions.

You will also need to enter your mobile telephone number and your email address.

# Connecting to the meeting from a mobile phone or tablet



Follow these instructions if you want to use a mobile phone or tablet.

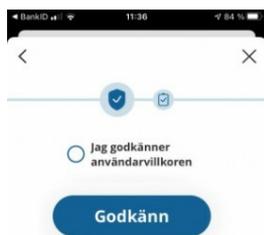
Click on the link in your text message or email. Click on the "Go to appointment" button that appears in the app.

You can also start the app "Mitt Vårdmöte-VGR" (My healthcare appointment VGR) and find the appointment by selecting your clinic and clicking on "Mina ärenden" (My cases).

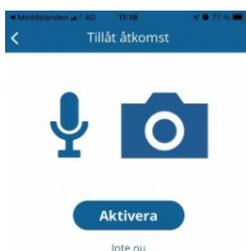


Log in according to the instructions in the app.

Sometimes you will need to use Mobile BankID. Sometimes you will need to use a code that you receive by text message, other times you need to type in your name.



You may need to accept terms and conditions to continue.



You may need to activate your camera and microphone before the appointment can start.



Then you get to the virtual waiting room, where you wait until the appointment starts. When it's time for the appointment, you will see a button called "Starta besök" (Start the appointment)". Click on it and your appointment will start.

# Connecting to the meeting from a computer



Follow these instructions if you want to use a computer.  
You will need the web browser Google Chrome or Mozilla Firefox.

Download Chrome: [www.google.com/chrome](http://www.google.com/chrome)

Download Firefox: [www.mozilla.org/sv-SE/firefox/new](http://www.mozilla.org/sv-SE/firefox/new)



Go to the Mitt vårdmöte webpage:

<https://mittvardmote.vgregion.se/mittvardmote>

You can switch between Swedish and English on top right of the page.



Choose a practice.

Click "Mina ärenden"/"My cases".



Log in using your BankID or Mobile BankID.



Click "Gå till besök"/"Go to Appointment".

The meeting begins when both you and the staff you are due to speak to have logged in.

## Useful information about the meeting



The staff you speak to have the same duty of confidentiality during a video meeting as would be the case at other meetings.



The staff you are due to speak to will call you on your mobile phone if the video meeting cannot take place.



A video meeting costs the same as a normal appointment. For children and young people under the age of 20 there is no charge. It is also free for anyone aged 85 and over.

If you are aged 20-84 you will receive an invoice after the meeting. If you have an exemption card it also covers video meetings.



If you are unable to attend the meeting, you must notify us at least 24 hours beforehand. In that case you will not need to pay anything.

If you do not notify us in time there will be a charge. This applies to children, young people, and adults. We will send you an invoice.



If you have any questions before the meeting, please contact the person who sent you the meeting notification.