Physicians East Telehealth Using Safari

PHYSICIANS EAST

Purpose

We are happy to offer telehealth visits to our patients. Before you can join the telehealth visit request with your provider, you will need to change some settings on your device to allow third party cookies and allow access to your camera and microphone.

Configuration for Modern iOS (greater than iOS 12.x)

1. Open the Settings App

2. Click on Safari and locate the 'Camera' and 'Microphone' sections

3. Set Access for each section to either 'Ask' or 'Allow'
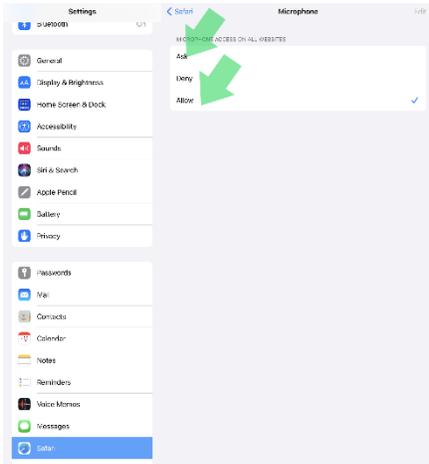
4. If access is set to 'Ask', you will be prompted to allow the website access to your camera after clicking the link to join, you should click 'Allow'
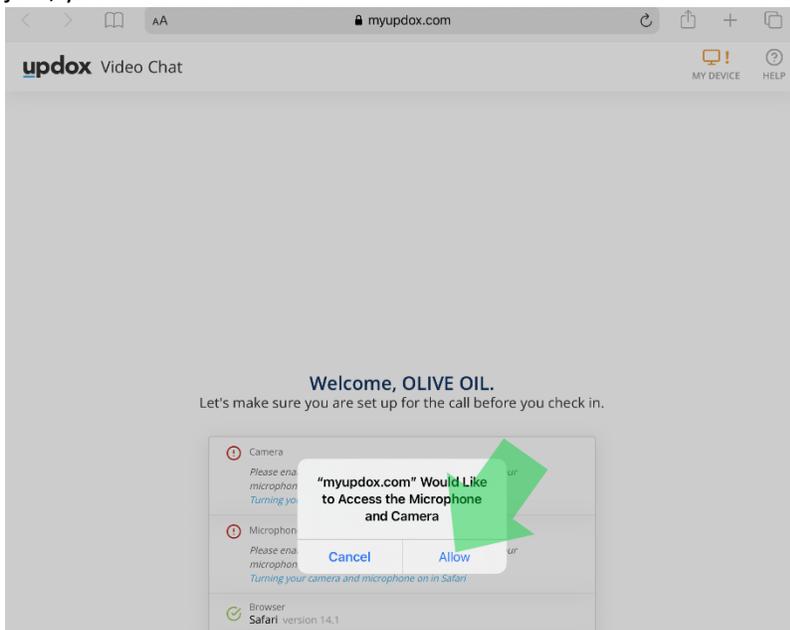
Configuration for older versions of iOS

1. Open Safari and click on preferences.
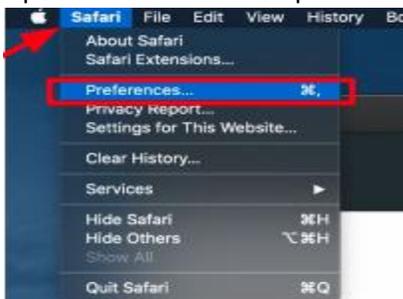
2. Locate 'Camera' and 'Microphone' sections and set each to 'Allow' or 'Ask'.
3. If access is set to 'Ask', you will be prompted to allow the website access to your camera after clicking the link to join, you should click 'Allow'