

Learn the basics

A brief guide to technology



These days, we get a lot of information from computers, phones and tablets. Learning how to use these devices can be hard. That's why we've put together this guide! Whether you are connecting with friends and family online or having a virtual appointment with your provider, this guide will help.

Common icons and symbols

You'll often see the same icons and symbols used on screens. These little pictures you see on your computer or smart phone act like road signs to help you get where you want to go. This section will help you learn what the most common icons mean and how you use them.

Symbol/icon	Meaning	Where you find it	Tap/click when...
	More or menu	Often on the upper right-hand corner of the screen.	You are looking for more menu options and tools like print, save as, settings, help, etc.
	Share or upload	On mobile devices (smart phone or tablet).	You want to: <ul style="list-style-type: none"> • Share the item (e.g., a photo) with someone else via text. • Share on social media (e.g., on Facebook). • Copy something from one program to another (e.g., copy text from a text message and save it on a notes app).
	Refresh	Often the top of a webpage.	Something isn't working properly with the website. Reload the same page to try again.
	Search	Used on webpages, email, office programs and more.	Searching for information on a website or to find a term on a page.
	Wi-Fi	Mobile devices and computers.	You want to know if you are connected to wireless internet (Wi-Fi) or not. More bars will appear the stronger your signal is. The icon may look different if you're not connected (e.g., a slash through it or a star next to it).
	Settings	Often in a corner of the screen.	Change the way something you're using looks or acts.
	Waffle menu	Microsoft Office and Google products.	You want to launch another program (e.g., you are using Outlook and want to open Word).

Searching online can help

If you need general technology help, like how to use your device or understand icons and symbols, try searching online (using a site like Google or Bing), searching for video instructions on YouTube, or looking at the Help/FAQ webpage of the company that made your device.

Helping you connect

Video and phone appointments

Your provider will use their judgment to decide if they will see you in person or by video or phone. Video and phone appointments are sometimes called telehealth or telemedicine. These visits can be held by phone, using a video/phone chat or through an online platform.

Tips to help your appointment go smoothly

- ▶ Find a quiet, private space so you can talk freely. Use a headset or headphones if you can.
- ▶ If possible, make sure your phone or computer has a camera.
- ▶ If possible, make sure your camera is steady and stable, so your provider can see you clearly.
- ▶ Remember that video uses a lot of cell phone data if you're not on Wi-Fi.
- ▶ Get your phone, tablet or computer ready a few minutes early. You may have to download an app to connect to your provider.

Note: The tips above also help if you are having a video chat with friends or family!

What can be treated via phone or video?

Many issues can be treated by phone or video, especially if your provider can see you and they have your records. Providers can usually address acute problems, chronic conditions, prevention and wellness by phone and video.

Phone call, video visit or online services?

- ▶ **Phone visits:** Phone-based visits may be used if the evaluation, diagnosis and treatment of the conditions can be made based on the symptoms the patient or caregiver describes, as well as the patient's medical history.
- ▶ **Video visits:** During a video visit — using Facetime, Skype, Google, etc. — the provider performs a virtual exam based on the patient's complaints or concerns and their medical history.
- ▶ **Online services (e-visits):** An e-visit is an online exchange of medical information between a patient and their normal provider. The visit is held via online, secure communication like MyChart. The patient logs into a portal and fills out a form about their symptoms. The results are sent to their provider, who then contacts the patient if needed.

Need help?

If you're having trouble using your provider's app to connect to a phone or video appointment, call your provider. If you have other questions, feel free to call us at 855-722-8208 or TTY 711 or send a secure message at jacksoncareconnect.org/portal

