



VIDEOCONFERENCING & C2CARE

"THE GOOD PRACTICE GUIDE"



VIDEOCONFERENCING ON MYC2CARE: THE TUTORIAL

MYC2CARE'S GUIDE TO FOLLOW YOU STEP BY STEP ON THIS PLATFORM.



1. REGISTRATION

To videoconfer with your patients, you need a MyC2Care account. If you don't have one, here are the steps to follow:

- Go to <https://my.c2.care/registration> then
- Click on "Create an account".
- Fill in the required fields.
- Wait until you receive a confirmation email from MyC2Care.

2. MY PROFIL PSY.LIVE

- Go to "My profil Psy.Live" that you will find on the left, in the menu.
- Fill in all the fields so that your profile can be validated by C2Care.
- Finish entering all your information, your price and a picture of you.
- Once you are satisfied, simply ask to "submit my application".
- As long as your account has not been validated, you will not be able to conduct a telemedecin session.



3. DISCOVER MYC2CARE AT YOUR OWN PACE

Before starting your video sessions, we can only advise you to take a virtual walk through MyC2Care to discover all its features. The " Formation " tab, short videos filmed by doctors, covering various subjects, we are sure you will like it very much. More information about the " Formation " tab is given in the C2Care Visio Medical Guide.



4. PROFILE VALIDATION

To verify that your profile on MyC2Care has been validated, you need to click on "My profil Psy.live". If at the top of the page it says in green "Your profile is active" then you can start the telemedecin session. Otherwise please wait or contact our customer service.

5. TO CARRY OUT A PAID VIDEOCONFERENCE

- Make sure you are online. To do so, make sure that the "Online" button on the left menu is green and activated.
- Then all you have to do is wait for a patient to call you.
- When that patient contacts you, a page will open asking whether or not you accept the call.
- Once the call has been accepted, you will be able to see the call and the time elapsed indicating the cost of the session.



6. TO CARRY OUT A FREE VIDEOCONFERENCE

- Your patient needs to have an account on Psy.live.
 - Add his email address in "My Patients".
- The patient has to confirm that you are his reference therapist.
 - In "My Patients" click on "Visio" to call the patient.
- The patient will receive a message in his or her mailbox as well as an email alerting him or her that you wish to start a video. He just has to accept.

7. EARNINGS OVERVIEW

To keep an eye on your earnings, go to "My profil Psy.Live" and scroll down to the very bottom of the page. Here, you will have a good overview of the evolution of your earnings, your current patients and the total time spent in videoconferencing. You will also have access to the history of all your remote sessions and the history of all your payments received, patient by patient.

