Webex Instant Connect for virtual care

webex
by CISCO

Frequently asked questions

**Q.** What is the Cisco Webex Instant Connect for virtual care?

A. Webex Instant Connect is a product that can integrate into any healthcare platform and enables users to conduct browser-based (WebRTC) video consultations directly in the healthcare provider's platform. This is available as one-on-one or multiparty visits.

Q. How is Webex Instant Connect licensed?

A. Customers who have purchased Webex licenses can leverage Webex Instant Connect.

Q. How does Webex Instant Connect work?

A.
1. Customer makes a request via API for encrypted portion of links with a unique identifier for the encounter.
2. Customer prepends links with a static URL provided by Cisco.
3. Customer places links wherever they choose.
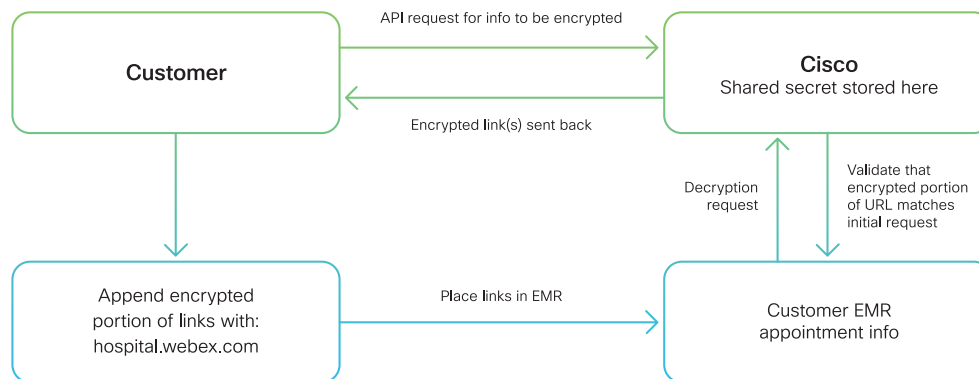
Q. Can a meeting URL be sent via email/SMS for the telehealth visit?

A. Yes, after constructing a link generated by the Instant Connect endpoint, links can be distributed in any manner.

Q. How is Webex Instant Connect different than other 3rd party telehealth integrations?

A. Webex Instant Connect is a purely WebRTC (browser) based solution with no need to download plug-ins or native software. Meetings are also anonymous. With Webex Instant Connect for virtual care, the Webex platform is secure and does not process, store, or transfer any personal health information (PHI) or personally identifiable information (PII) within Cisco. Cisco does not collect identity or other PHI of the patients. There are no Cisco site credential login requirements (such as on Webex) for patients as patients are considered anonymous guest users. Providers have the option to join as a guest or log in with their Webex credentials. Logging in with Webex credentials unlocks features that a guest user does not have.

webex by cisco

Q. When will Webex Instant Connect be available?

A. The Standard and Enhanced versions are targeted to GA in July 2021.

Q. What are the supported browsers?

A. Supported browsers include:
- Desktop/laptop: Chrome, Firefox, Safari, Edge with Chromium Engine. Screen share functionality may vary depending on browser.
- iOS devices: Safari.
- Android devices: Chrome, Edge with Chromium Engine.

Q. Is the solution supported on mobile?

A. Yes, the solution is supported on mobile browsers, screenshare is not supported on mobile.

Q. How long will it take to implement the Cisco Webex Instant Connect for virtual care?

A. Implementation time is variable depending on the customer's system and their needs.

Q. Who at Cisco is supporting this integration if there are technical issues with the video experience?

A. Cisco Technical Assistance Center (TAC) supports this integration.

Q. Does this solution work if my system runs on a virtual desktop?

A. Cisco recommends that our customers redirect the calls to a local browser for the best video experience. Cisco is actively working with various virtual desktop vendors to standardize approaches for hosting calls directly within a virtual desktop environment.

Q. Are multi-party meetings supported?

A. Yes, so long as your system supports inviting more than two participants to an individual encounter.

Q. What extra features are unlocked when a provider user logs in with their Webex credentials?

A.
1. Calls appear in Control Hub.
2. Providers can get access to PSTN dial-in numbers, Webex URLs, and SIP URIs for translation services and multi-party visits.

webex by cisco