

Video Consultation Manual

For Patients and Caregivers

Telemedicine Platform for Rare Disease Patients | Seoul National University Hospital

Note: Screenshots in this manual display the Korean-language platform interface as used by study participants. English translations appear in slide captions throughout.

Telemedicine Manual for Patients/Caregivers

Pre-visit Preparation

01 Connection Environment

Please connect in an LTE or Wi-Fi environment. A 5G connection may not work smoothly.
Connection may not be smooth when using low power mode. Please disable low power mode before use.

02 Browser

For iPhone users: It only works on the Safari browser.
For Android users: It only works on the Chrome browser.

03 Refrain from Phone Calls During the Video Consultation

If you make or receive phone calls during the video consultation, the connection may be interrupted. For a smooth consultation, please refrain from phone calls.

04 Refrain from Using Other Applications During the Video Consultation

If you use other services such as Naver or Kakao during the video consultation, the connection may be interrupted. For a smooth consultation, please refrain from using other services.

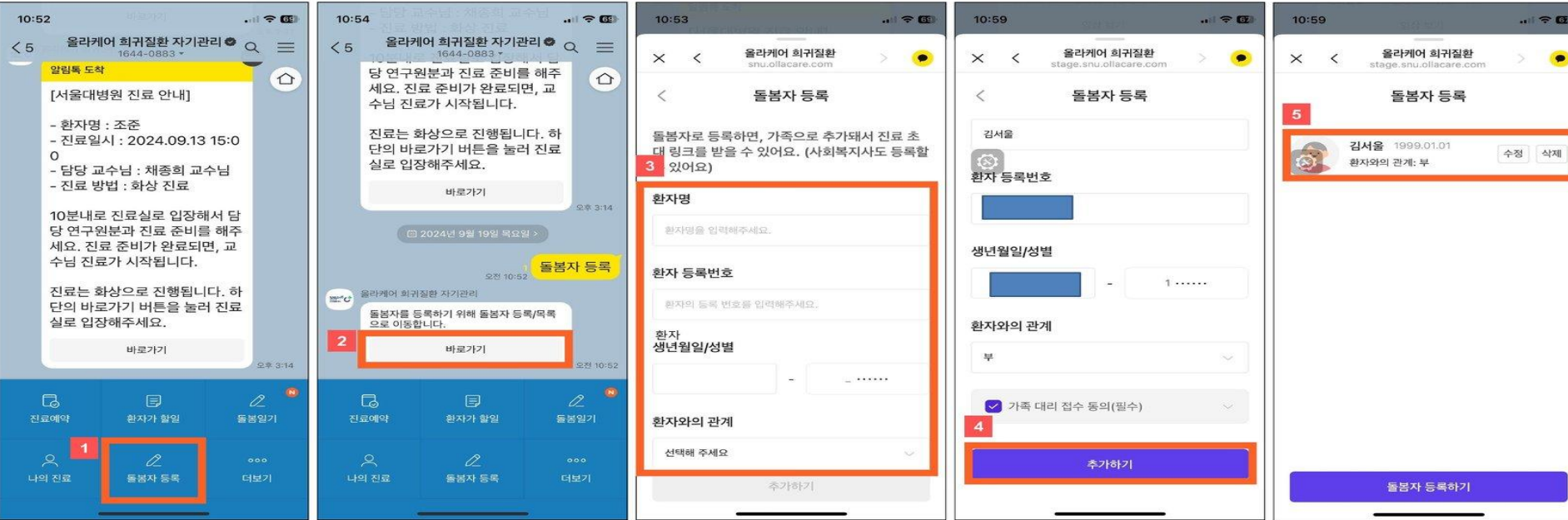
Caregiver Registration

This section explains how to register a caregiver in the OllaCare Rare Disease Self-Management channel.

1. Caregiver Registration — Step-by-Step

Tap buttons as numbered #01-#05

1 돌봄자 등록



#01 돌봄자 등록 버튼을 누릅니다. #02 바로가기 버튼을 누릅니다. #03 환자명, 환자 등록번호, 환자 생년월일/성별, 환자와의 관계를 입력합니다. #04 추가하기 버튼을 누릅니다. #05 돌봄자 등록 완료됩니다.

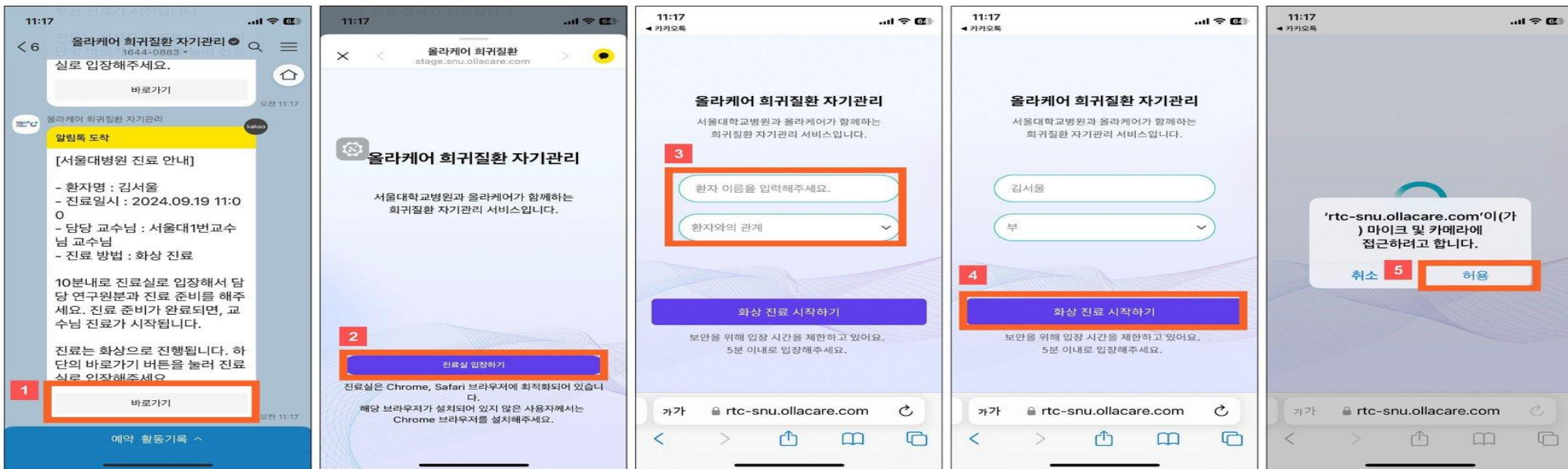
01. Tap the Caregiver Registration button.
02. Tap the Go button.
03. Enter patient name, registration number, date of birth/sex, and relationship .
04. Tap Add.
05. Caregiver registration is complete

Entering the Video Consultation Room

2. Entering the Video Consultation Room (1)

Steps #01-#05: from KakaoTalk alert to camera permission

2 화상 진료실 입장(1)



#01 진료 당일 알림톡으로 초대 링크가 발송됩니다. 초대 링크에서 바로가기 버튼을 누릅니다.

#02 진료실 입장하기 버튼을 누릅니다.

#03 환자 이름, 환자와의 관계를 입력합니다.

#04 화상 진료 시작하기 버튼을 누릅니다.

#05 마이크, 카메라 접근 허용합니다.

6

#01 On the appointment day, tap the alert link in KakaoTalk → tap Go. #02 Tap 'Enter Consultation Room'.

#03 Enter patient name and relationship.

#04 Tap 'Start Video Consultation'.

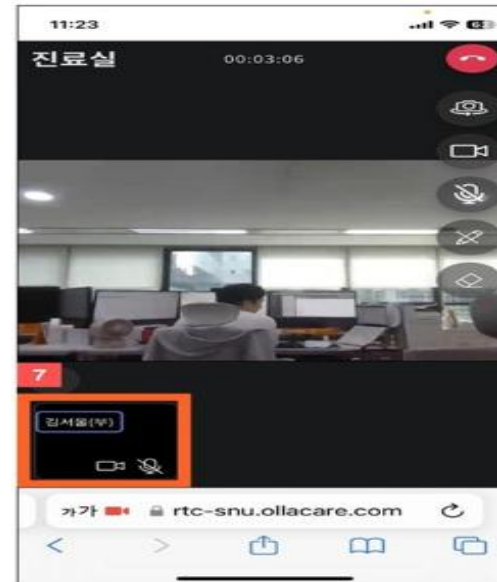
#05 Allow microphone and camera access.

2. Entering the Video Consultation Room (2)

Steps #06-#07: waiting and joining



#06 진료 시작전일 때 노출되는 메시지입니다. 닫기 버튼을 눌러 메시지를 닫습니다.



#07 진료실 입장이 완료되었습니다. 교수님, 연구원의 요청이 있으면, 마이크와 카메라를 키고 진료 참석해주세요.

#06 'Preparing consultation' message appears - tap Close to dismiss.

#07 Consultation room entry is complete.

Turn on mic and camera when requested by the physician or researcher.

Key Features During Consultation

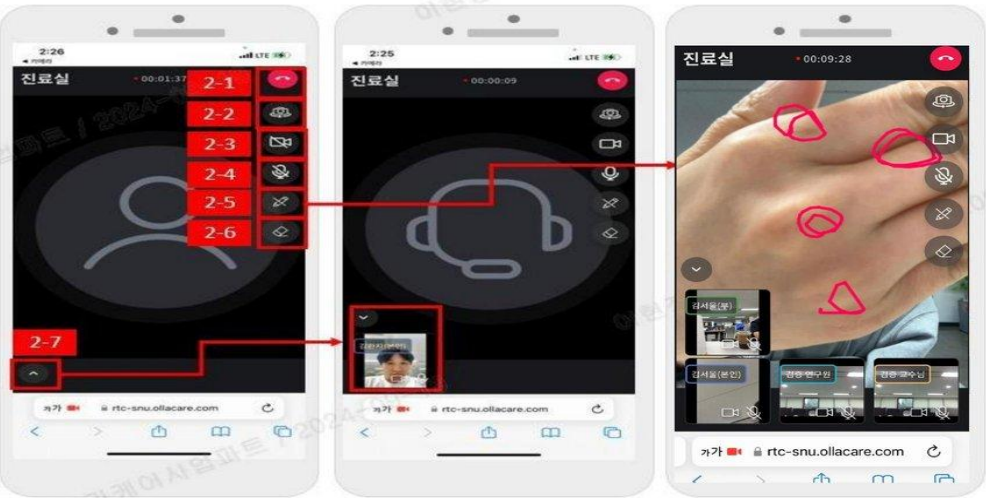
The following slides describe the key in-call features available to patients and caregivers during the video consultation.

3. Key Features During Consultation (1)

Patient-side video controls — buttons 2-1 through 2-7

3 화상 진료 주요 기능(1)

■ 고객 화상 진료 기능

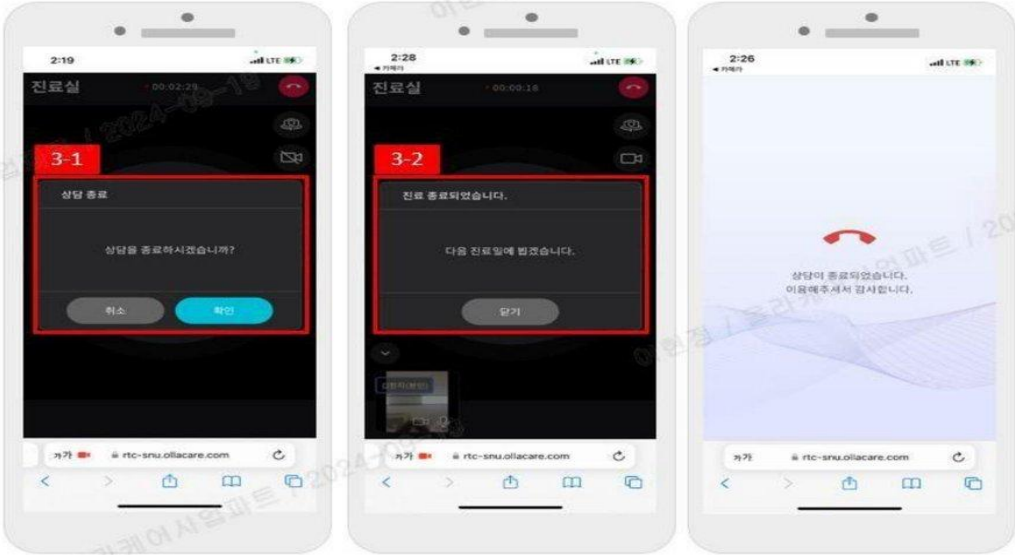


Description	
2-1	화상 진료를 종료한다.
2-2	고객 카메라 전/후면 카메라를 전환한다.
2-3	고객 본인 카메라를 On/Off 한다.
2-4	고객 본인 마이크를 On/Off 한다.
2-5	판서기능을 이용한다. (단, 카메라 Off 시 판서기능은 이용할 수 없다)
2-6	본인이 작성한 판서를 지운다.
2-7	버튼 클릭 시 참여자 비디오를 표시하거나 숨긴다.

- 2-1: End the consultation.
- 2-2: Switch front/rear camera.
- 2-3: Toggle own camera On/Off.
- 2-4: Toggle own microphone On/Off.
- 2-5: Use annotation tool (camera must be On).
- 2-6: Erase own annotations.
- 2-7: Show/hide participant videos.

3 화상 진료 주요 기능(2)

- 고객 화상 진료 종료



Description

3-1

화상 진료 종료 버튼 클릭 시 팝업 표출한다.

3-2

교수/연구원이 '진료 Off' 시 팝업 표출한다.

3-1: A confirmation pop-up appears when the patient taps the End Consultation button.
3-2: A pop-up appears when the physician/researcher ends the session.

Important Notices

The following slides list technical notices and known device issues that may affect the video consultation.

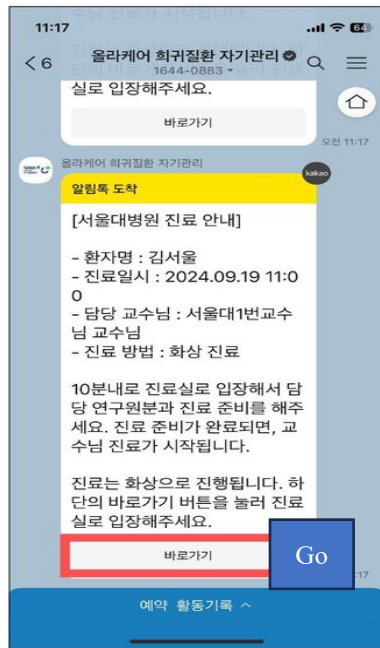
4. Important Notices (1)

Network, browser, Bluetooth, camera/mic, device compatibility

Category	Details	Remarks
Recommendation to Enable Mobile “Do Not Disturb” Mode	▪ Enabling mobile “Do Not Disturb” mode suppresses alerts such as incoming calls and messages, helping support smooth video consultation.	Supports smooth video consultation
Request Not to Set Mobile Media Volume to Zero	▪ Video consultation uses media volume. ▪ If the media volume is set to zero, the customer may not be able to hear the consultant’s voice.	Refer to Appendix 01
Request to Refrain from Operating the Device During Video Consultation	▪ Please refrain from operating the device during video consultation (answering calls, using other apps). ▪ If the user answers a call or uses another app during video consultation and then returns, the audio may be disconnected suddenly or abnormal operation may occur.	Customer guidance is required at connection
Network Environment Considerations	▪ Customers should connect to video consultation in a stable network environment. ※ If consultation is conducted in an unstable network environment, abnormal operation may occur. ※ In LTE QoS-controlled environments, abnormal operation may occur due to network instability. ※ If the customer has access to a stable Wi-Fi environment, Wi-Fi connection is recommended.	Customer guidance is required at connection
Black List	▪ Supported browsers for video consultation access are Chrome and Safari only. If accessed with other browsers (Whale, Samsung Browser, etc.), users are directed to the Chrome installation page. ▪ WebRTC is not supported, and device access control is not available. ※ Galaxy A31 / A31 budget model / A32 / Jump / Jump 5G / Buddy, etc. continue to be added.	
Supported Mobile Browser Versions	▪ Chrome/Edge version 84 or later ▪ Safari version 14 or later	
Request to Avoid Bluetooth Connection During Consultation	▪ If Bluetooth is connected during consultation, the consultant and customer may not be able to hear each other. ※ Guidance to disconnect Bluetooth before consultation is required.	Bluetooth disconnection is recommended before consultation
Checkpoints When Camera/Microphone Problems Occur	▪ Settings > Applications > Chrome > Permissions > Check whether Microphone and Camera are allowed ▪ In the Chrome mobile app, tap the three dots at the upper right > Settings > Site settings > Camera / Microphone, then change blocked pages to allowed	Refer to Appendix 02
Monitoring of Latest Phones	▪ When Bluetooth earphones are worn, sound may be output randomly through the speaker or earphones. Therefore, it is necessary to identify the sound output method for each customer and provide consultation accordingly.	Customer guidance is required at connection

Category	Details	Remarks
If Overlay-Related Popup Occurs on the Customer's Device	▪ Request the consultant to close the app after checking the overlay. ※ Battery-related apps (Clean Master, Speed Booster, etc.), Bluelight, Blue Screen Filter, SwipePad, CM Locker, barcode scanning apps, All-in-One Gesture, Smart Manager app (excluding V3), etc.	Customer guidance is required at connection Refer to Appendix 03
Improvements to Proof Document Photography and Precautions	▪ Improvements: Change from camera app method → WebRTC in-app capture method (resolves low power mode issue) ① Provide a guide and integrate the precautions page during capture ② Shorten transmission time through reduced image size (within 1 second) ▪ Precautions ① Please take the photo so that all four corners of the proof document are visible. (about 80% of the frame) ② Please make sure no light glare appears in the photo.	

별첨 01 : 화상 진료 중 접속이 끊긴 경우

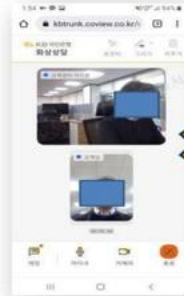


If the connection is lost during the consultation, return to the KakaoTalk channel and tap the [Go] button to rejoin the consultation room

카톡으로 돌아가 [바로가기]버튼을 눌러 다시 접속해주세요.

If the media volume is set to zero, the patient will not hear the physician's audio

If the media volume is Set to zero



고객측에
상담사 직원의 음성이 들리지 않음



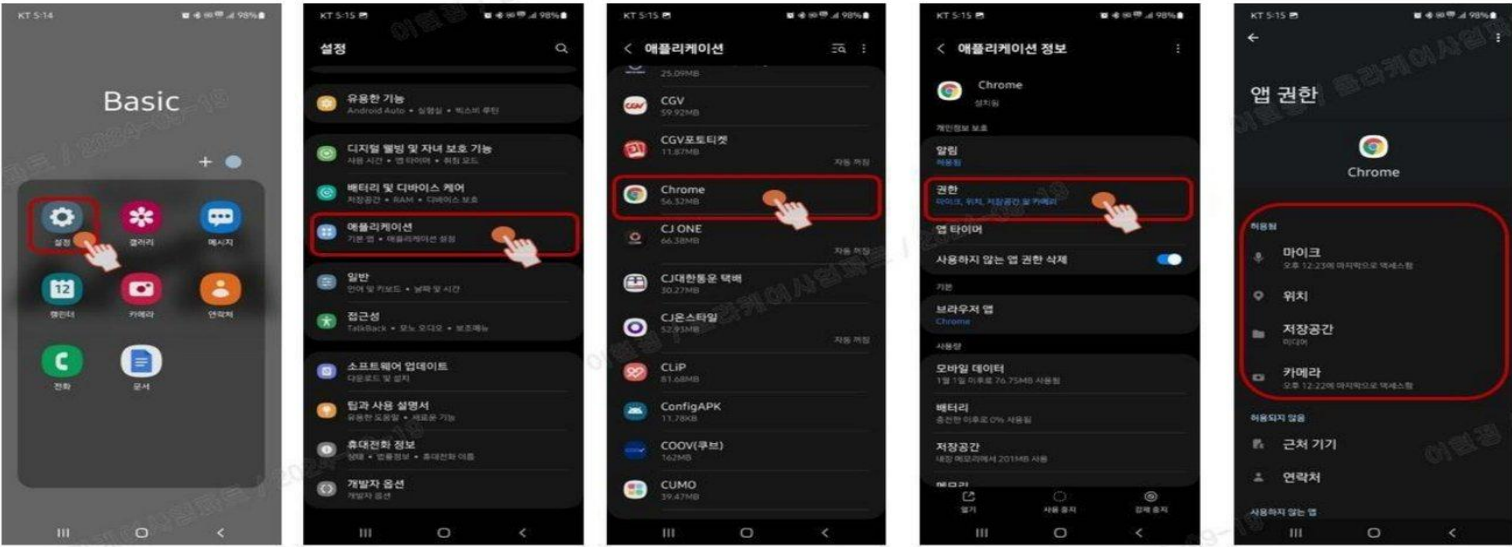
“볼륨 버튼 업&다운 동작 필요”



During the call, press the physical Volume Down button then Volume Up button once to activate the audio stream. Note: This does not affect all devices; devices with prior call cache may work correctly.

별첨 03 : 카메라/마이크 문제 발생 팔업 표출 시(1)

기본 설정 앱에서 확인 방법



설정 클릭

애플리케이션 클릭

Chrome 클릭

권한 클릭

허용됨으로 마이크,카메라가
설정 되어 있는지 확인

To check permissions via the Settings app: Tap Settings → Applications → Chrome → Permissions → Confirm Microphone and Camera are set to 'Allow'.

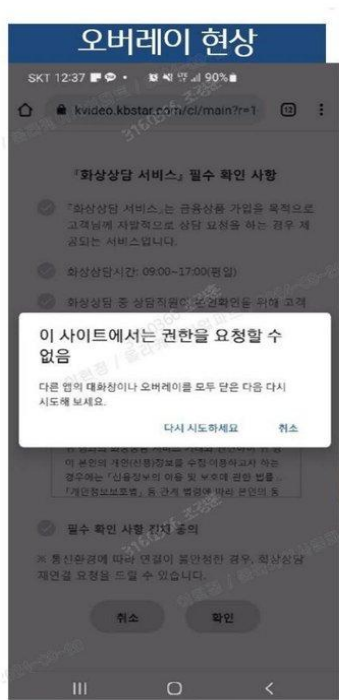
별첨 03 : 카메라/마이크 문제 발생 팔업 표출 시(2)

크롬 앱에서 확인 방법



To check permissions via Chrome: Open Chrome → tap the 3-dot menu (top right) → Settings → Site Settings → Tap Camera and Microphone → Confirm the consultation site URL is listed under 'Allow'.

별첨 04 : 화상상담 신청시 아래와 같은 오버레이 이슈 발생시



- 오버레이 현상 유발 앱 확인
아래의 오버레이 현상 유발 앱이 있을 경우,
해당 앱에서 메모리 정리 후 재시도 또는 앱 제거 후 재시도

★ 오버레이 현상 유발 앱 예시
클린마스터, DU 스피드부스터 와 같은 배터리 관리 앱, 스위드와이파이, 블루라이트,
스위패드, 블루스크린필터, CM락커, 바코드 촬영 앱, 버즈런처, 올인원 제스처,
스마트보안 앱(V3제외)

※ 단, 스마트폰 기종별 버전과 니가 상이하여 모든 기종에 적용되는
사항은 아닌 점 참고 부탁드립니다.



*If an overlay permission error occurs, close or uninstall the triggering app
★examples: CleanMaster, DU SpeedBooster, Blue Light Filter, Swipepad,
Barcode Scanner, BuzzLauncher, All-in-One Gestures, Smart Security apps
(except V3).*

Note: Behavior varies by device model and OS version.

별첨 05 : 모바일 환경 관련 정보

- 미지원 모바일 기종
SM-A325N, SM-A315N, SM-A326K, SM-A326N, SM-A315JBK, SM-A226L, SM-A102N, SM-N91, LM-X510, SM-A1365
- 미지원 iOS 버전
16.0, 16.0.0, 16.0.1, 16.0.2, 16.0.3
- VP8만 지원 iOS 버전
15, 15_0, 15.0, 15_0_1, 15.0.1, 15_0_2, 15.0.2, 15_1, 15.1, 15.1.1, 15_11, 15.1.2, 15.12
- 지원 Browser
{Chrome:84.0.0.0}



- Unsupported Android models: SM-A325N, SM-A315N, SM-A326K, SM-A326N, SM-A315JBK, SM-A226L, SM-A102N, SM-N91, LM-X510, SM-A1365.
- Unsupported iOS versions: 16.0, 16.0.0, 16.0.1, 16.0.2, 16.0.3.
- VP8-only iOS versions: 15.x series.
- Supported browser: Chrome 84.0.0.0 and above.