

Short guide to our „virtual office“

Our virtual office is hosted by „RED Connect“ video consultation. RED Connect is certified by your national medical board (Bundesärztekammer) and grants data safety.

For an uncomplicated virtual appointment with Dr. Nitsche, please prepare in advance and follow the following steps:

Technical requirements:

- You need a computer, Laptop, tablet or smartphone, internet access, a camera, microphone and speakers.
- You need to use a compatible web browser – currently Chrome, Firefox or Safari are working fine.
- The device must have a stable internet connection.

Your Appointment:

- We need your **informed consent** in writing on the form handed to you before your first video appointment.
- You need an **appointment** and an **access code** these can be
 - either **emailed** to you – this requires a valid Email ID, you will receive an encrypted message from **Ihre_Kinderaerztin@protonmail.com** (Email ID for video appointments only) if you do not get it, please check your spam folder. You'll get your password to open the Email when asking for the appointment.
 - or you pick up a printout with your access details at our office.

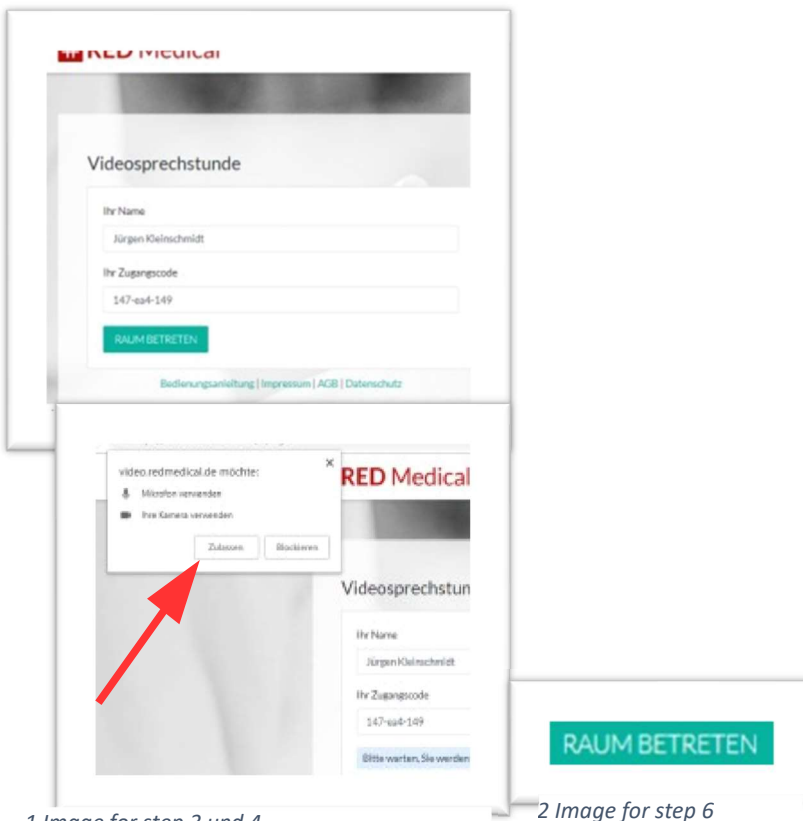
The Appointment

0. Please ensure to be undisturbed during the appointment
1. Please be at your device ahead of time (5 minutes at least)
 - There is a fixed time slot for every video appointment. Being late means your appointment will be shorter – we do not want that, right?
2. Open your Browser and go to: <https://video.redmedical.de>
3. At „Ihr Name“ please enter your **given and surname** just as you wrote it on the informed consent.
4. Now you enter the **access code**, you received from us (Email or print out) – also see Image 1 next page
5. **Activate** camera and microphone of your computer, laptop, tablet or smartphone.
6. Click on "Raum betreten" – also see Image 2 next page

7. Welcome - you arrived. If Dr. Nitsche is not there yet, she'll come in shortly. Also see Image 3 next page
8. The platform is quite simple. The following elements are at your disposal:
 - camera: Here you can activate or hide your picture/video.
 - phone: Allows you to quit the connection / end the conversation
 - microphone: to switch your microphone on or off

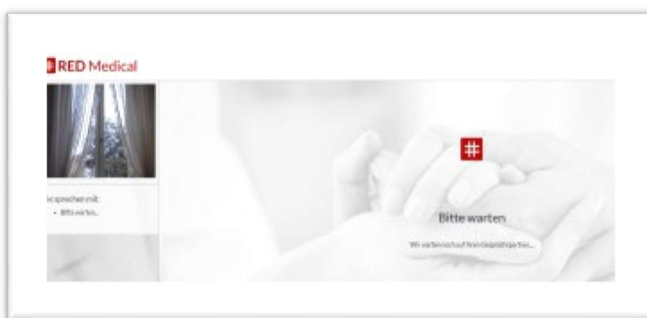


1 – 2 – 3 go!



1 Image for step 3 und 4

2 Image for step 6



3 Image for step 7

General information

Please know, that according to our national board (Kassenärztlicher Bundesvereinigung, KBV) video appointments are limited to certain indications / topics with good reason. In some situations we cannot spare you to come to see us in person.

The virtual office follows the same rules as if you would see me in the office: No voice – or video recordings, no picture taking, notes on paper however are allowed on both sides.

Your access code is valid for 24 hours maximum – if we agree on a follow-up or new appointment by video, you do need a new code.

Security and data safety

RED Connect virtual office meets all requirements of our national (kassenärztlichen Bundesvereinigung (KBV)) and Schleswig-Holstein board (kassenärztliche Vereinigung Schleswig-Holstein KVSH). RED Medical is a certified video service provider according to attachment 31b of the national physician's master agreement (Anlage 31b Bundesmantelvertrag-Ärzte).

Further all personal data are end-to-end encrypted for best possible protection of your privacy.

To my knowledge, RED Connect virtual office to date is the only system of its kind in Germany, awarded with the data safety seal of approval by the independent national data safety authorities (Unabhängiges Landesdatenschutzzentrum (ULD)) and the ips-certificate by datenschutz cert GmbH. This is, why we chose this service provider.

See you soon!

Ihre Praxis für Kinder und Jugendmedizin