



## PATIENT INSTRUCTIONS for TELEHEALTH VISIT

### I. Prepare for the meeting (do this the day before)

- A. Make sure you have access to all the things you will need to participate in telehealth visit
  1. Smartphone/tablet/computer with forward facing “selfie” camera
  2. Wifi (internet) - camera device should be connected to a wifi network
  3. Alternate phone number (home, family member’s cell phone) just in case (will need to be with you at the time of the visit)
  4. Place to prop your device so you can back away from it if needed - so we can conduct the video physical exam
    - a) This can be a stand for your device or an extra person to hold the camera for you - when we do the physical exam you’ll need to step back from the camera so we can see more of your body.
- B. Download and install the **ZOOM** app: give specific instructions on how to download zoom - iphone/ipad, android, computer.
  1. Through your **web browser**
    - a) go to [www.zoom.us](http://www.zoom.us)
    - b) Click “Join”
    - c) You will then be prompted to either download the app and/or or enter a meeting ID.
  2. Through the **application store** for your device
    - a) Search for Zoom (blue icon with white video camera)
    - b) Install the app on your device
- C. Mic and Camera: Give the Zoom app permissions to use your microphone and your camera (very important! - we need to be able to see AND hear you!)
  1. Click “Allow
  2. Click “Join with device audio” when prompted

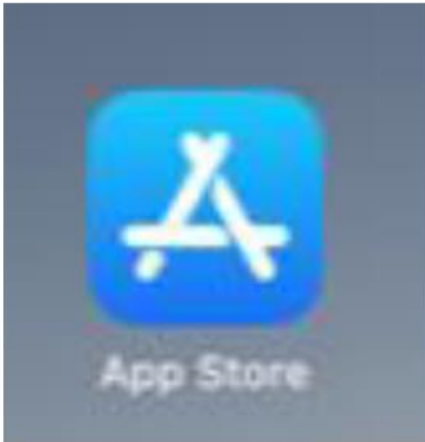
## II. Day of the Telehealth Visit

- A. Make sure your device that you will be using for the video/telehealth visit is connected to WIFI
- B. Make sure the to the secondary phone/person is located in the same room with you.
- C. Open your Zoom app on your device/computer
- D. Answer the phone - one of our MA's will call you to get an update on your symptoms, medications, and any changes in your health
- E. Log into the meeting (5 minutes before your appointment):
  1. From your email: go to the Prognosis (Bizmatics) message confirming your appointment and click on the zoom link
  2. From your text messages: click on the zoom link in the text message from prognosis
  3. From the Zoom app directly: type in the meeting ID (the MA will give this to you)
- F. Wait for the Doctor/NP to start the meeting.
- G. **Join Audio:** When the Provider starts the meeting, it will ask you if you want to join using computer audio. Click "join using internet audio")
- H. Once you and the provider can see and hear each other, you're ready to go!
- I. Troubleshooting
  1. If you can't hear each other, the provider will call the alternate phone number to complete the audio part of the call

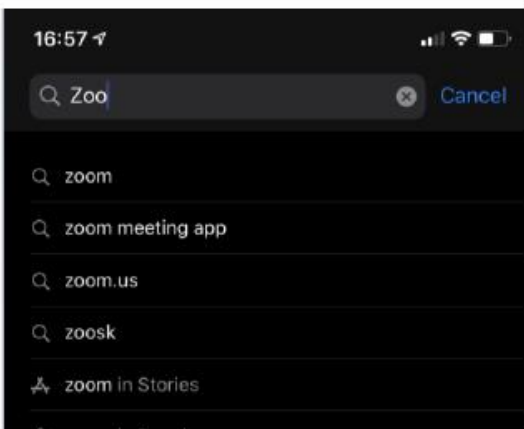


**Download ZOOM**  
**iPhone Instructions**  
**(ONE TIME ONLY)**

1. Go to App Store



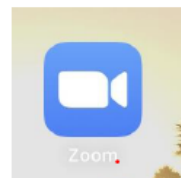
2. Search for the Zoom mobile APP



3. Download ZOOM Cloud Meetings by clicking GET

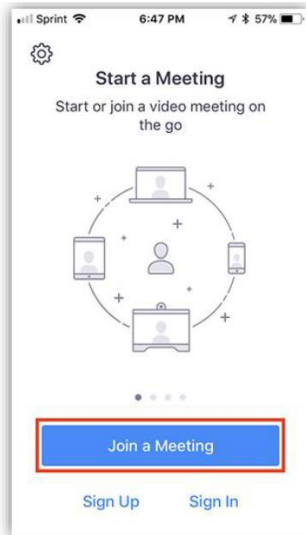


4. Open the Zoom App on your phone

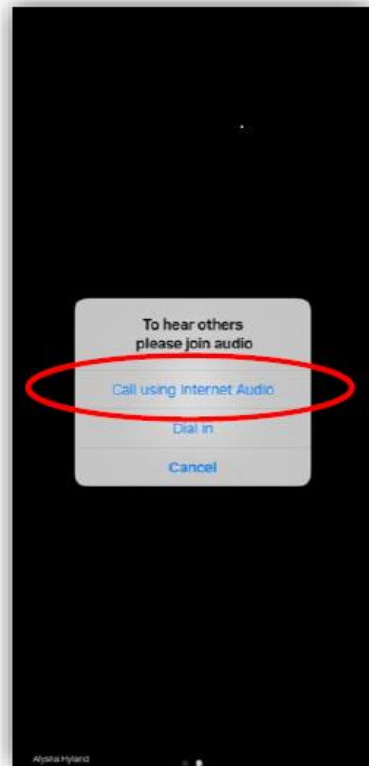


## Joining ZOOM meeting (iPhone) (Do for each Telehealth Visit)

5. Tap on “Join a meeting”



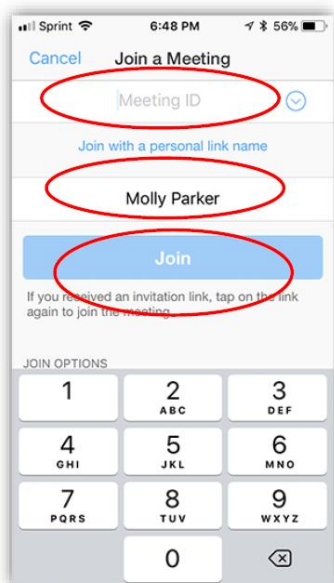
9. Connect to **Audio**: Click “Join using internet audio” (so that you and the provider can hear each other)



6. Enter the **MEETING ID** (9 digit number) provided in the scheduling email or given to you by the medical assistant

7. Enter **your NAME**

8. Click **JOIN**



Download ZOOM  
**Android** Instructions  
(ONE TIME ONLY)

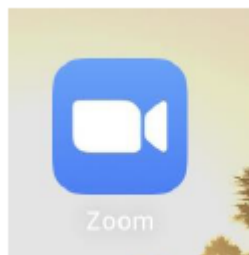
4. Open Play store app



3. Search for "Zoom" and click "Open" to download



1. Open the Zoom app on your phone

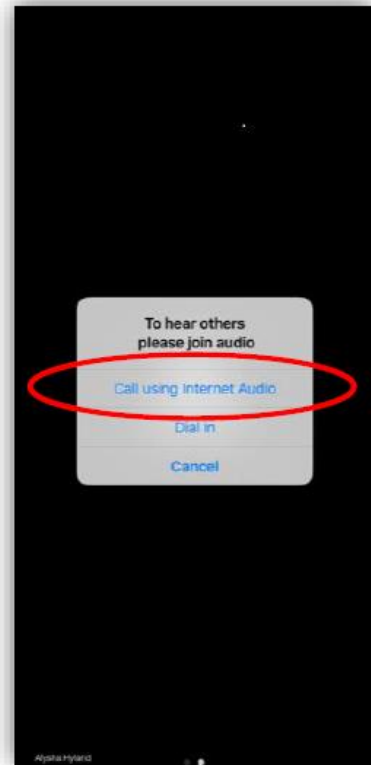


**Joining ZOOM meeting (Android)**  
**(Do for each Telehealth Visit)**

4. Tap on “Join a meeting”



8. Connect to **Audio**: Click “Join using internet audio” (so that you and the provider can hear each other)



5. Enter the **MEETING ID** (9 digit number) provided in the scheduling email or given to you by the medical assistant

6. Enter **your NAME**

7. Click **JOIN**

