



# Patient Guide for Telehealth Zoom Video Visits

## Introduction

This guide will review how to join a scheduled **Telehealth Zoom Video Visit** with your provider. **Zoom** is a HIPAA-compliant (private and secure) platform that will allow you to meet with the provider from your computer or mobile device.

**You may receive a bill for the services you have received during this telehealth visit.**



**For Zoom technical support, call 1.888.799.5926.**

## Download the Zoom app

Prior to your telehealth video visit, you can download the **Zoom** app. Otherwise, you will be prompted to download and install Zoom when you click a join link.

### Desktop Computer:

Download the desktop client from the Zoom website.

<https://zoom.us/download>

Zoom Client for Meetings

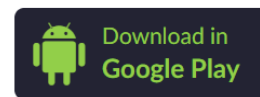
The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

Download

Version 4.6.7 (18176.0301)

### Mobile Devices:

Download from the App Store (iOS) or Google Play (Android).

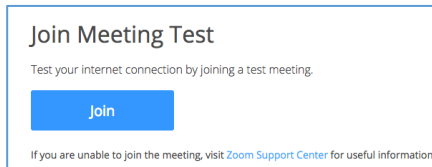


## Join a Test Meeting

Prior to your telehealth video visit, join a test Zoom meeting to familiarize yourself with Zoom and test your microphone/speakers.

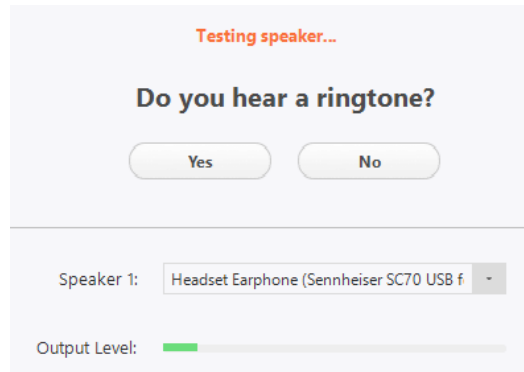
### Desktop Computer:

1. Visit <http://zoom.us/test>.
2. Click the blue **Join** button to launch Zoom.

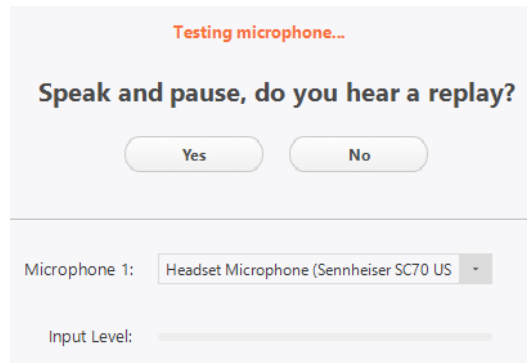


3. When prompted by your browser, click **Open Zoom Meetings**. If you don't have Zoom installed on your computer, follow the prompts to download and install Zoom.

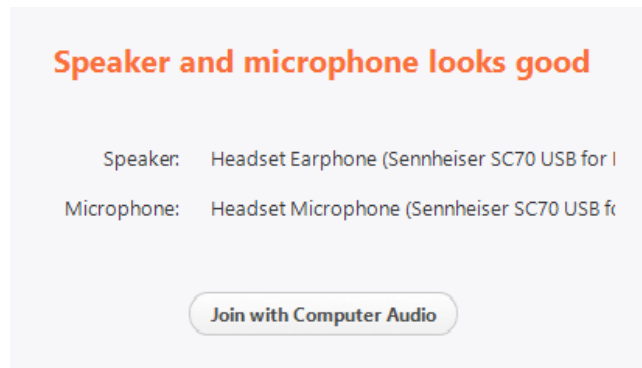
- The test meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click **No** to switch speakers until you hear the ringtone. Click **Yes** to continue to the microphone test.



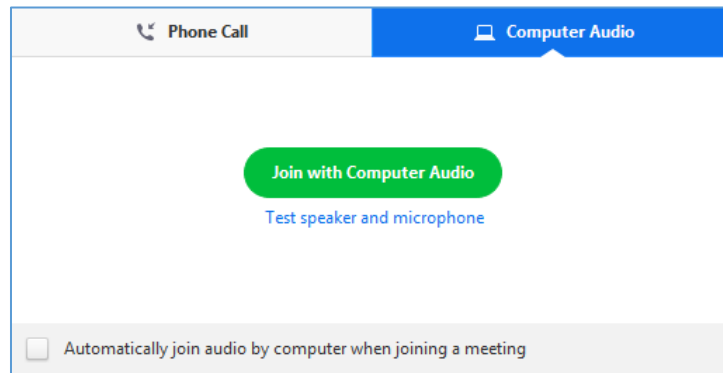
- If you don't hear an audio replay, use the drop-down menu or click No to switch microphones until you hear the replay. Click Yes when you hear the replay.



- Click Join with Computer Audio.



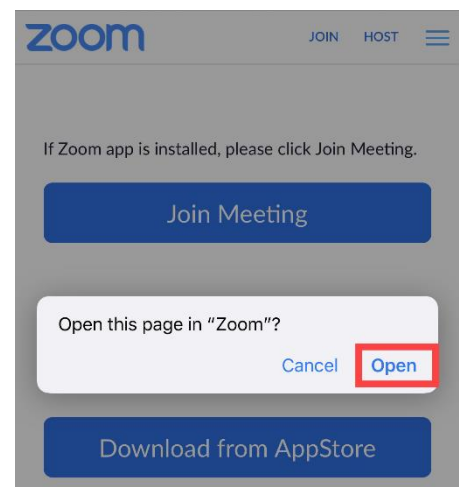
7. Click Join with Computer Audio to join the test meeting with the selected microphone and speakers.



8. You will join the test meeting as an attendee. Please take the opportunity to familiarize yourself with the audio and video controls.

### Mobile:

1. Download and launch the **Zoom** app (iOS or Android).
2. Visit <http://zoom.us/test>.
3. Click **Join Meeting**, then **Open** to launch the test meeting in the mobile app.
4. You will join the test meeting as an attendee. Please take the opportunity to familiarize yourself with the audio and video controls.



### Look for the Telehealth Visit invitation

Once your telehealth visit is scheduled, you will receive an e-mail and/or text notification with a link to your telehealth video visit 30 minutes prior to your appointment if your doctor's office is using Phreesia; you will receive an email notification only if your doctor's office is not using Phreesia check in.



## Choose a good location

Sit in a quiet, comfortable, well-lit place. A private location with as few distractions and as little noise as possible is best. Good lighting in front of you will also let your provider see your face more clearly.



## Join the Zoom session

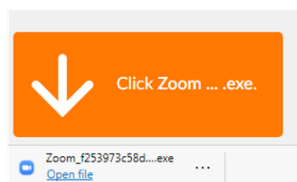
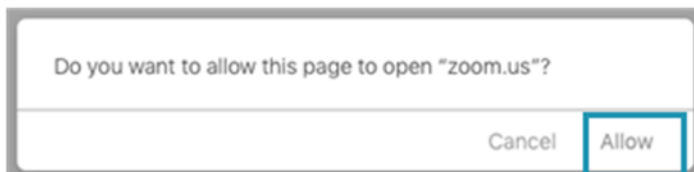
On the day of your video visit, you will sign into the Zoom session and wait for the provider to arrive. **The visit will start when the provider arrives.** (You may have to wait a few minutes).

1. To join from your computer or mobile device, click or tap the **Join Zoom Meeting** link from the invitation. (This is a unique link for each visit).

Join Zoom Meeting

<https://zoom.us/j/102791821>

2. For mobile devices, you will be prompted to download the **Zoom** app if not already installed. Desktop computer users may need to click **Allow** or **Run** depending on the web browser.



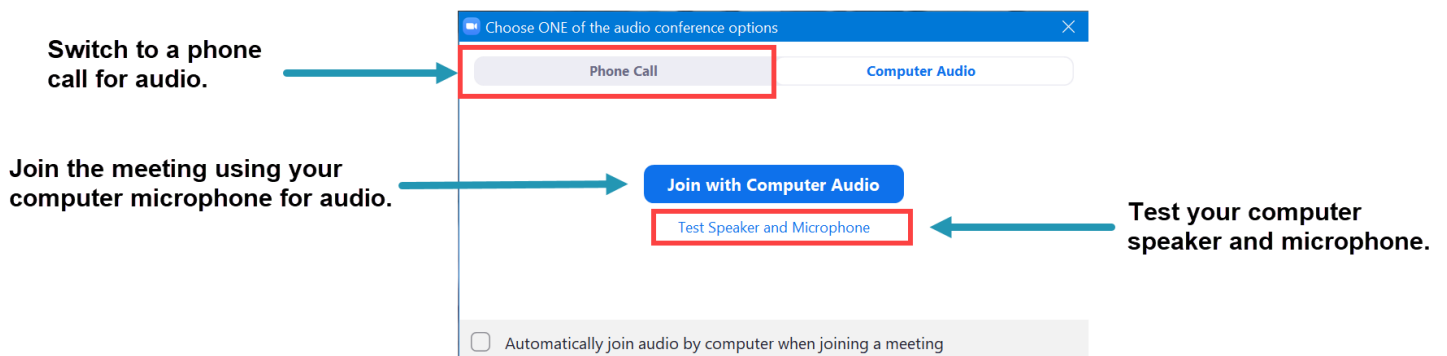


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### Desktop Computer:

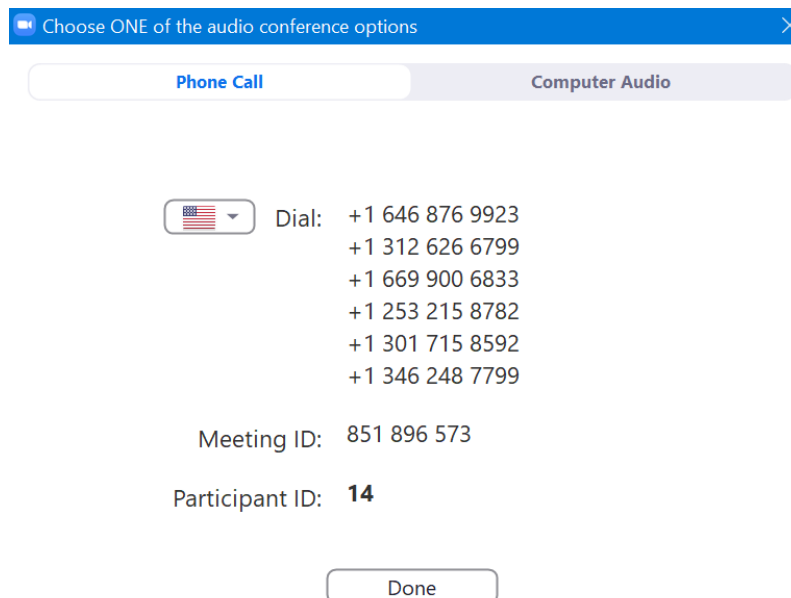
When joining the Zoom meeting from a desktop computer, you will be prompted to select whether you want to use **computer audio** (requires microphone) or connect to audio via a **phone call**.

Select the button **Join with Computer Audio** to connect using your computer microphone. To test your equipment, click **Test Speaker and Microphone**.

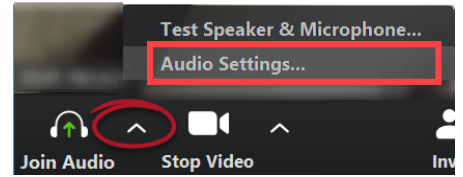


When selecting the **Phone Call** tab, a list of phone numbers will appear. To connect to the video visit, call any of these numbers, then enter the **Meeting ID** and **Participant ID** (these are unique for every meeting).

Once you are connected to the phone audio, click the **Done** button to proceed with the video visit.

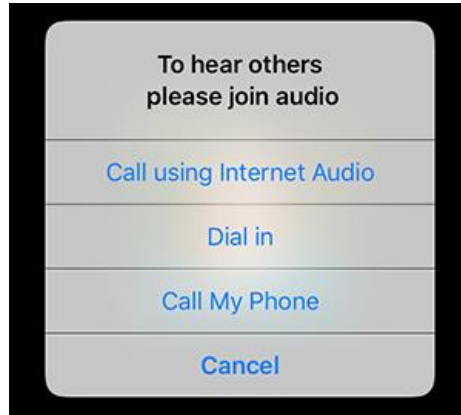


If the audio quality is poor, try switching between computer and phone audio. To change audio settings during the meeting, click the up arrow next to **Join Audio** at the lower left, then select **Audio Settings**.



## iPhone/iPad

When joining the meeting from an iOS device, you will see the following prompt. Select one of the options to connect to audio.



## Joining from multiple devices

If you have multiple camera devices available (e.g. computer with webcam and smartphone), your provider may ask you to join the video visit from both devices to allow for a secondary camera during the exam.

In this case, you only need to connect the audio from one of the devices.

