Preparing for your telehealth video visit

1. Gather your equipment.

For a telehealth video visit, you will need a computer, tablet, or smartphone.

Make sure your device has a camera, a microphone, and speakers (or headphones for additional privacy). Most laptop computers, tablets, and smartphones have these built in.

You will also need a stable, high-speed internet connection.

2. Download Zoom.

You do not need to create an account or provide any personal information to Zoom.

If you have a tablet or smartphone, download the Zoom app from any app store.

- If you have an Apple device, click here to download the Zoom app.
- If you have a Android device, click here to download the Zoom app.

If you have a desktop or laptop computer, visit https://zoom.us/download. Download 'Zoom Client for Meetings.'

3. Test Zoom.

Once you have downloaded Zoom to your device, run a test meeting to make sure that everything is working properly. Visit https://zoom.us/test then click *Join*. Desktop and laptop users: When the Zoom window opens, click *Automatically join audio by computer when joining a meeting* and *Join with Computer Audio*. (See image below.) Tablet and smartphone users: See the next page.
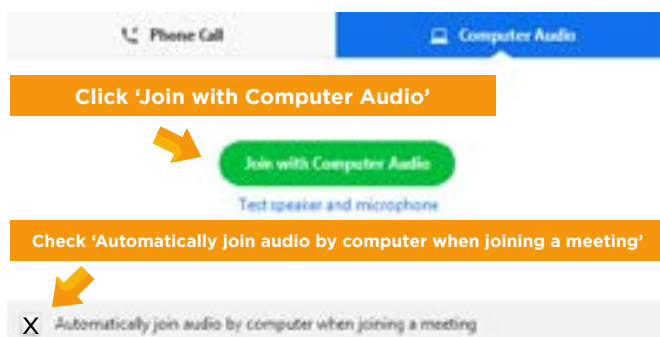
4. Pick a location and prepare your surroundings.

When it is time for your appointment, find a private, quiet area where you feel comfortable. Make sure the area you have chosen has good lighting. Turn off distractions (like alerts on your phone or computer).

You may also want to turn off any devices using streaming services (like Netflix) if they are using the same internet connection, as they may cause interruptions to or a reduction in the quality of your video stream.

5. Attend your appointment.

When your appointment time arrives, a member of your care team will call you. Please be aware that this number may appear as 'unknown.' The care team member will ask you some questions similar to those asked at the beginning of an in-person appointment.

The care team member will give you a meeting ID and password and help you enter the Zoom waiting room. If you haven't already, click *Automatically join audio by computer when joining a meeting*, then *Join with Computer Audio*.

When your provider is ready, they will admit you into the Zoom exam room for your appointment.

How to Set "Use Device Audio" and "Auto-Connect" as Default

1. Launch a Zoom meeting.
2. Click on the **Settings** symbol. (It maybe in another location that the one shown below.)

3. Click **Meetings**.

4. Click **Auto-Connect to Audio**.

5. Click **Use Internet**. Then click **Done**.