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, <u>click here to download the Zoom app</u>.
- If you have a Android device, <u>click here to download the Zoom app</u>.

If you have a desktop or laptop computer, visit <u>https://zoom.us/download</u>. 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 <u>https://zoom.us/test</u> 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

 Launch a Zoom meeting. 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 .		
No SIM 🗢 1:25 PM	1 64% 🔳 ,	No SIM 奈	1:25 PM	⋪ 64% 🔳)	No SIM 奈	1:25 PM	⋪ 64%■)	No SIM 奈	1:25 PM	∜ 64% ■)
2 Start or join a video meeting on the	-	Cancel	Settings	3	<	Meeting Settings		Cancel	Auto-Connect to Audio	Done
	g I on the go	Meetings		>	Auto-Conr	nect to Audio	Off >	Off	5	
		General		>	Always Mu	te My Microphone	\bigcirc	Use Inter	net	~
+ + +		Version	4.6.12 (20589.0419)	Always mute my microphone when joining a meeting					
		Tell Others About Zoom >			Always Tu	rn Off My Video	\bigcirc			
		Rate Zoom in the App Store			Always turn off my video when joining a meeting					
+ *		Privacy Policy >		>	Always Sh	ow Video Preview				
	+	Copyright ©2012	Copyright ©2012-2020 Zoom Video Communications		Always show video meetin	video preview dialog when joi g	ining a			
			All rights reserved		Auto-Copy	Meeting Link	\bigcirc			
• • • •					Automatically meeting star	y copy invitation URL once the ts	1			
Join a Meeting				Show Non	-Video Participants					
Sign Up Sig					See the avat	ar of non-video participants in	gallery view			
	in in				Show Nam	e when Participants Joir				