

# Telemedicine Video Visits via Zoom App

Telemedicine involves the use of electronic communications such as a computer or phone/tablet. During your video visit, your clinician will interact with you through live audio and video and update your chart like a regular office visit.

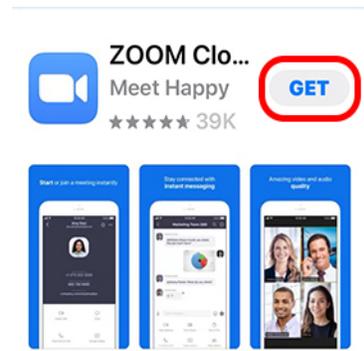
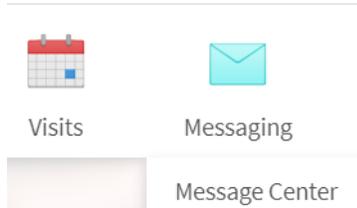
Video visits require you have an internet connection. You will be sent a Zoom meeting code (9 digits) as a MyChart message. For smartphones and mobile devices please download the mobile app as below. From a computer internet browser or by opening the app, click join and enter the meeting ID number. If you don't have MyChart the Meeting ID can be provided by phone.

Please complete the set-up of your MyChart and Zoom application steps the day before your scheduled appointment. Please access the Zoom link in your MyChart message at least 20 minutes prior to your scheduled appointment to ensure everything is functioning correctly and so your appointment can start on time.

## Zoom Mobile (using an Apple or Android Mobile device)

### Prepare for your video visit

1. Download the Zoom app on your smartphone or tablet. Go to the
2. app store on your device and search for Zoom .
3. **\*\* You do not need to set up a Zoom account to join a meeting. \*\***
4. Download the MyChart mobile app
  - a) Open and log in to your MyChart account.
  - b) Tap to open Messages.

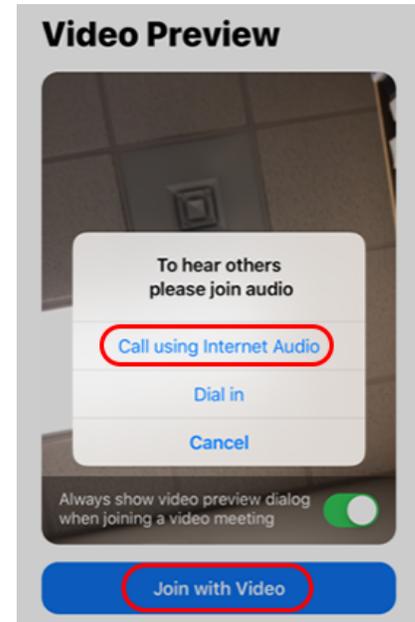


- c) Open the Video Visit message to ensure the meeting ID number and password for your visit is included.
- d) You're all set for your upcoming appointment

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**Connect to the video visit** Before joining the call, sit in a well-lit area and make sure you have a strong WiFi or cellular data signal, note that cellular data charges will apply if a cellular signal is used.

1. Open and log in to your MyChart mobile account
2. Repeat **Step 4** above to access your meeting ID number and password
3. From a laptop or desktop go to [www.zoom.us](http://www.zoom.us) or from a smart phone open your zoom app.
4. Select the join option and enter the Meeting ID number.
5. When you see this pop up on a mobile device, be sure to select “Call using Internet Audio” and “Join with Video” to enable the camera and a video visit.
6. You will then enter the “Waiting Room”. Your Provider will invite you in shortly.



## FAQ's

### Q. How does it work?

A. Your Telemedicine video visit will be scheduled in advance by our clinic, as deemed appropriate. See above for a complete list of what you will need, prior to the date and time of your appointment.

### Q. What will I need for this visit?

A. To ensure that you connect with your provider you will need the following:

- Smartphone, tablet, laptop or a desktop computer that is used for teleconferencing.
- Your meeting ID number (9 digits) via your active MyChart account or over the phone from our staff.
- Meeting password, given to you at same time as your meeting ID number.
- MyChart, MyChart Mobile & Zoom applications.
- Our front desk staff will need to update your demographic and insurance information; this can also be done via E-checkin via MyChart.
- On day of appointment, make sure your device is fully charged; you can login to your visit up to 10 minutes prior to start time.

### Q. Can my teenager have a video visit?

A. Patients under the age of 18 must have an adult present during their Telemedicine visit.