

Patient Tip Sheet

Overview ..... 1

    Download Zoom Ahead of your Visit (REQUIRED)..... 1

    Join your Provider for your Appointment using a Computer ..... 2

    Join your Provider for an Appointment using an iPhone or Android ..... 4

Overview

In order to join a video conferencing meeting with your doctor, you will need to follow the steps below. You can use a computer or cellular device.

If you have trouble with these steps, we recommend you try troubleshooting via the Zoom Support page – they have great videos and lots of resources. <https://support.zoom.us/hc/en-us>



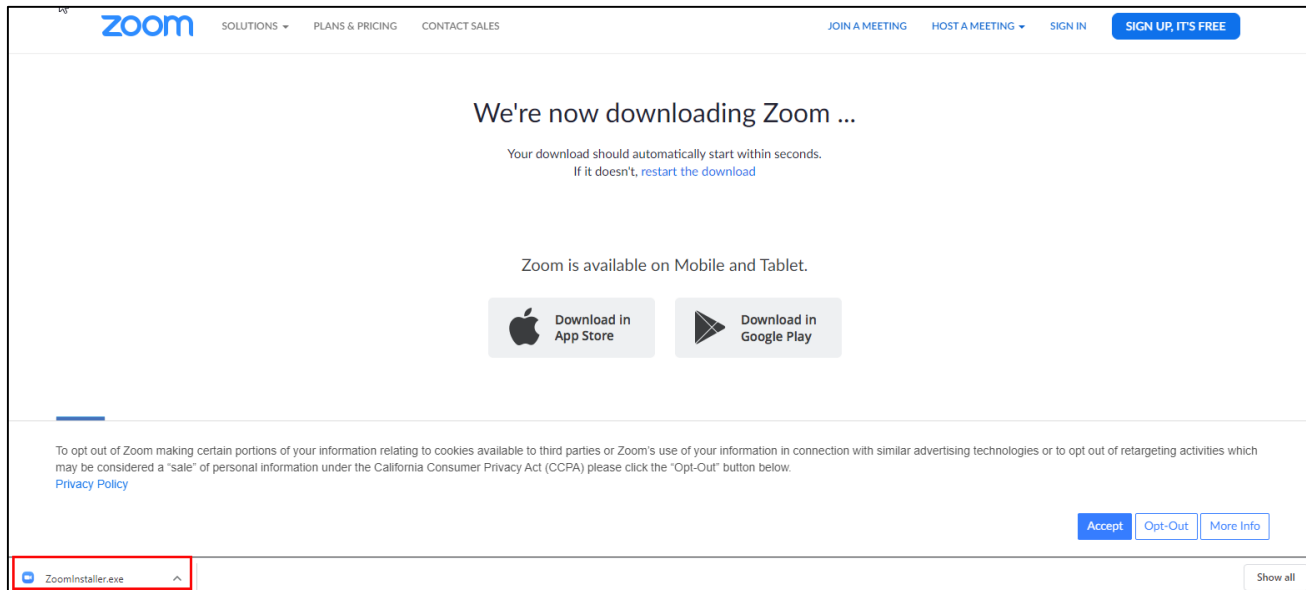
You must download and install the **Zoom** application on your computer or smartphone prior to your visit.

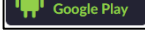
Download Zoom Ahead of your Visit (REQUIRED)

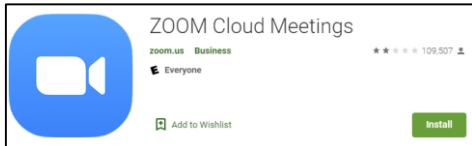
1. To download to your **Computer** open a web browser and type in this link:


<https://zoom.us/support/download>

- The download will begin automatically. Make sure to click **Save** on the pop-up at the bottom of your screen, and then click **Run** if it prompts you to do so.



2. To download to your **Android Cell Phone**: Go to the Google Play Store  on your device, type **Zoom Cloud**, and install the application.



3. To download to your **iOS (iPhone)**: Go to the App Store  on your iPhone and type in **Zoom Cloud** and install the application.



## Join your Provider for your Appointment using a Computer

Before joining your meeting, ensure you have the **Meeting ID** from your Provider. This is a 9-digit number which may be embedded within a link (for example: <https://zoom.us/j/123456789>).



You will need to connect to the Zoom call with both **audio and video**. We recommend that you join your call 5-10 minutes early to ensure you have enough time to test your equipment and ensure video is working properly.

**While using your computer to connect, we recommend that you call in via the phone number provided (from your home or mobile phone) and use your computer for video only.**

### For Audio:

- **Dial 1-669-900-6833** from your home or mobile phone. When prompted, enter the **Meeting code** you received from your provider.

### For Video, there are two ways to access your meeting:

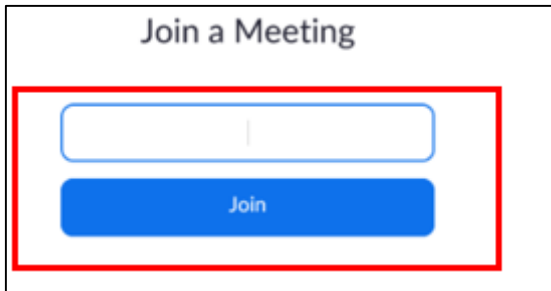
1. Open the email sent by your physician and click on the **meeting link URL**.

**OR**

2. Go to [www.zoom.com](http://www.zoom.com) and click on the **JOIN A MEETING** button on the top right-hand corner of the screen.

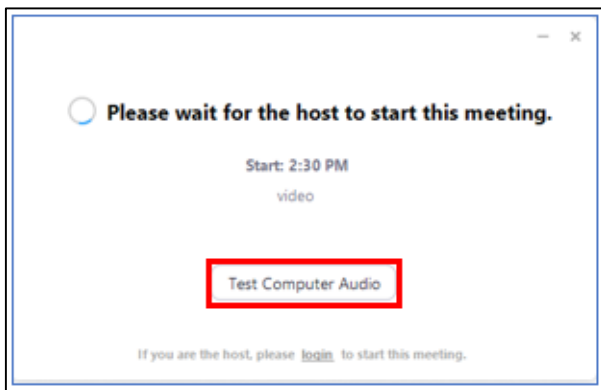


3. Next, type in the Meeting password given to you in the email and click **JOIN**.

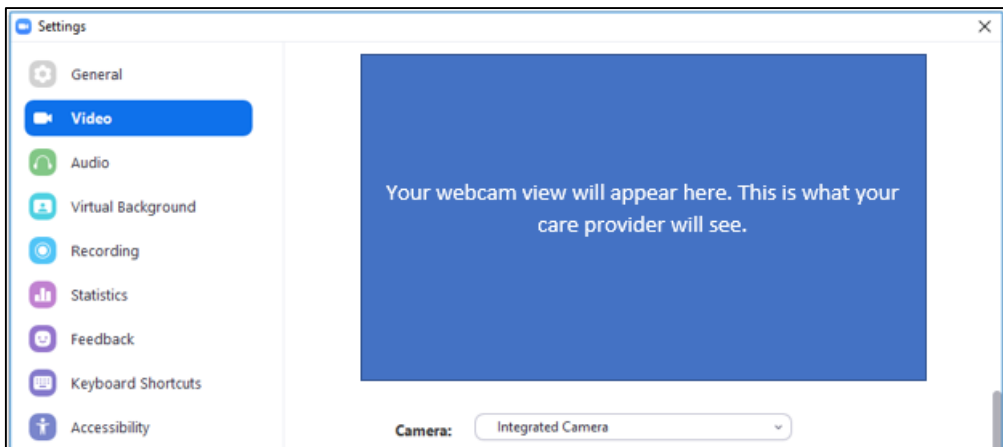


**i** Both of those options will take you to a screen with an option to choose **JOIN WITH VIDEO**, if you see a pop-up, allow your computer to **run Zoom Meetings**.

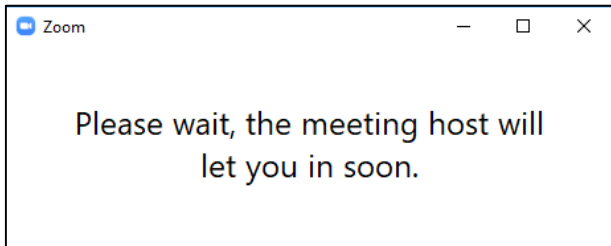
4. If you are the first one in the room, you will be placed in the lobby. If you see this screen, take a moment to test your video by clicking on **Test Computer Audio**.



5. From there you can also test your video settings by clicking in the **Video button** above Audio on the left.



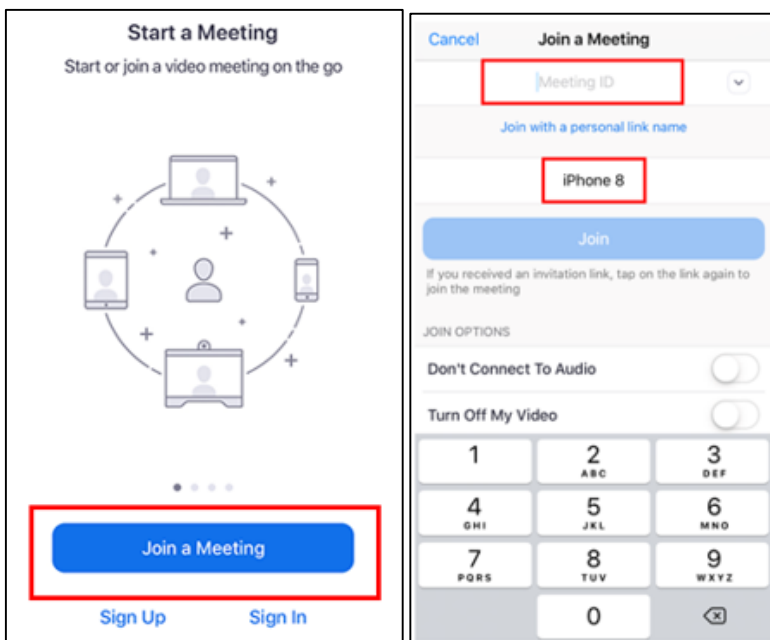
- Once you are in the meeting room, your care provider will need to start the meeting. If they have not arrived yet, you may see this screen.



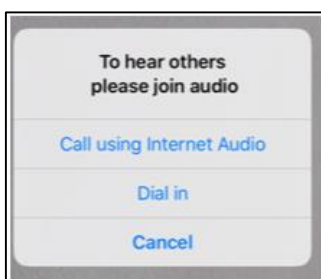
- Once your provider arrives, the meeting will begin.

### Join your Provider for an Appointment using an iPhone or Android

- Open the **Zoom** App on your cell phone.
- Click the **Join a Meeting** button.
- Type in the **Meeting ID** and enter your name. Allow your phone to access your camera and audio.



- We recommend you **Dial in** when you get this prompt:



- If you are the first one in the room, you will be placed in the lobby. Once the physician has joined, you will need to click the **Join with Video** button and the session will begin.