

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. Please complete the set-up of your Zoom application prior to your scheduled appointment so your visit can start on time.

### Zoom Website (using your computer or laptop)

Prepare for your video visit

1. Make sure you have a webcam set up. This can be a webcam that is part of a laptop or a separate USB connected webcam
2. Connect to the internet and open a web browser. (We recommend using Google Chrome.)

### 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.

1. Navigate your internet browser to [www.zoom.us](http://www.zoom.us)
2. Click “JOIN A MEETING” in the right upper corner

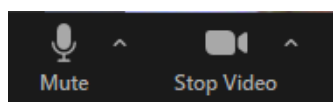


- *If this is your first Zoom visit, you will be prompted to download Zoom*

3. Alomere Staff will call you shortly before your appointment time and provide you with the Meeting ID.
4. After clicking the link in your meeting, you'll be prompted to run the installer
5. “Enter your Name” in the text box and “Join Meeting”
6. You will then enter the “Waiting Room”. Your Provider will invite you in shortly

### TIPS for your Zoom video visit

At the bottom of the window there will be a toolbar to control your video and audio. Be sure both video and audio are turned on so you can converse appropriately with your Provider.



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

#### Prepare for your video visit

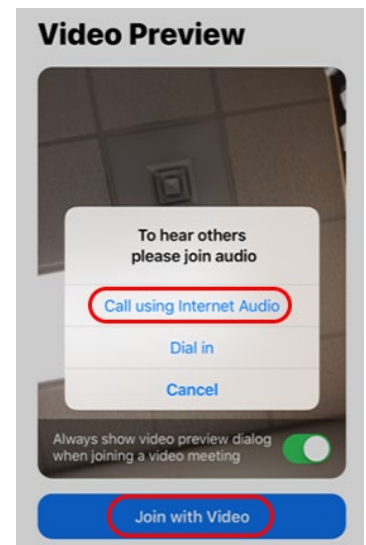
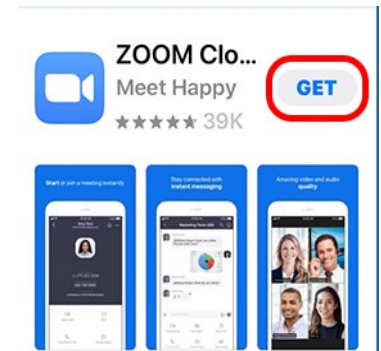
Download the Zoom app on your smartphone or tablet. Go to the app store on your device and search for Zoom.

*\*\*You do not need to set up a Zoom account to join a meeting. \*\**

#### Connect to the video visit

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- 7.** Open your Zoom App and click Join
- 8.** Enter the Meeting ID provided to you by Alomere Staff via phone
- 9.** When you see this pop up, be sure to select “Call using Internet Audio” and “Join with Video” to enable the camera and a video visit.
- 10.** You will then enter the “Waiting Room”. Your Provider will invite you in shortly
- 11.** Tap on the screen for additional meeting controls to appear on the bottom of the screen.



#### FAQ's

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

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

- Smartphone, tablet or a desktop computer that can be used for teleconferencing.
- eCheck-In: have insurance information ready.
- On day of appointment, make sure your device is fully charged.

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

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