

# Telemedicine Video Visits via Zoom

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

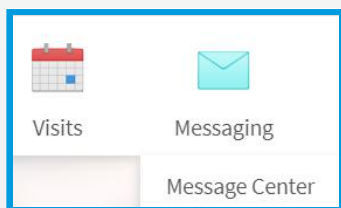
Video visits require you have an internet connection. You will be sent a Zoom meeting code (9 digits) as a MyChart message. For smartphones and mobile devices, please download the mobile app as below. From a computer internet browser or by opening the app, click join and enter the meeting ID number. 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.
2. Go to the 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.



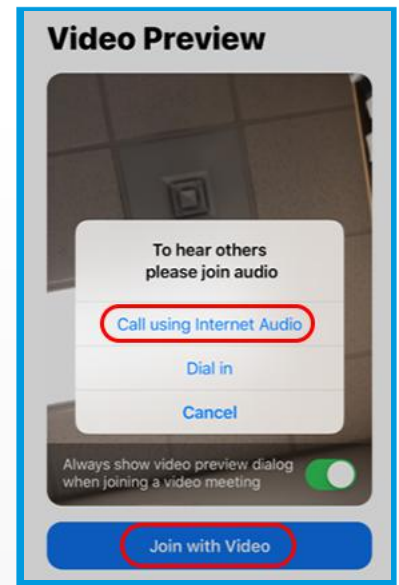
- c) Open the Video Visit message to ensure the meeting ID number and password for your visit is included.
- d) You're all set for your upcoming appointment



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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. Select the join option and enter the Meeting ID number.
4. If prompted to enter a password, please enter it next. The password can be found in your MyChart message or is available by phone.
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.



## 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.)
3. In advance of your video appointment, please confirm you have received the MyChart message with the link for your Zoom video visit.
  - a. Open and log in to your MyChart account.
  - b. Go to Messages > Message Center
  - c. Select the Message with the Video Visit invitation and note your Meeting ID and password. (Disregard the links on the MyChart Welcome page regarding Video Visits, this is for non- Alomere sites only.)

**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. Open and log in to your MyChart mobile account
2. Repeat Step 2 and 3 above to access your meeting link.

*\*steps continued on the next page\**



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3. Go to [www.zoom.us](http://www.zoom.us), click on "join meeting" at the top of the Web page, enter your meeting ID and click "join". Zoom may ask for installation when you do this the first time. When prompted, please enter the meeting password.
4. Click join with Video
5. You will then enter the "Waiting Room". Your Provider will invite you in shortly.
6. Once in the meeting, click connect with computer audio if prompted and make sure your Zoom microphone is not muted.

## 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.

## 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.



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