

Patient Tip Sheet

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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>



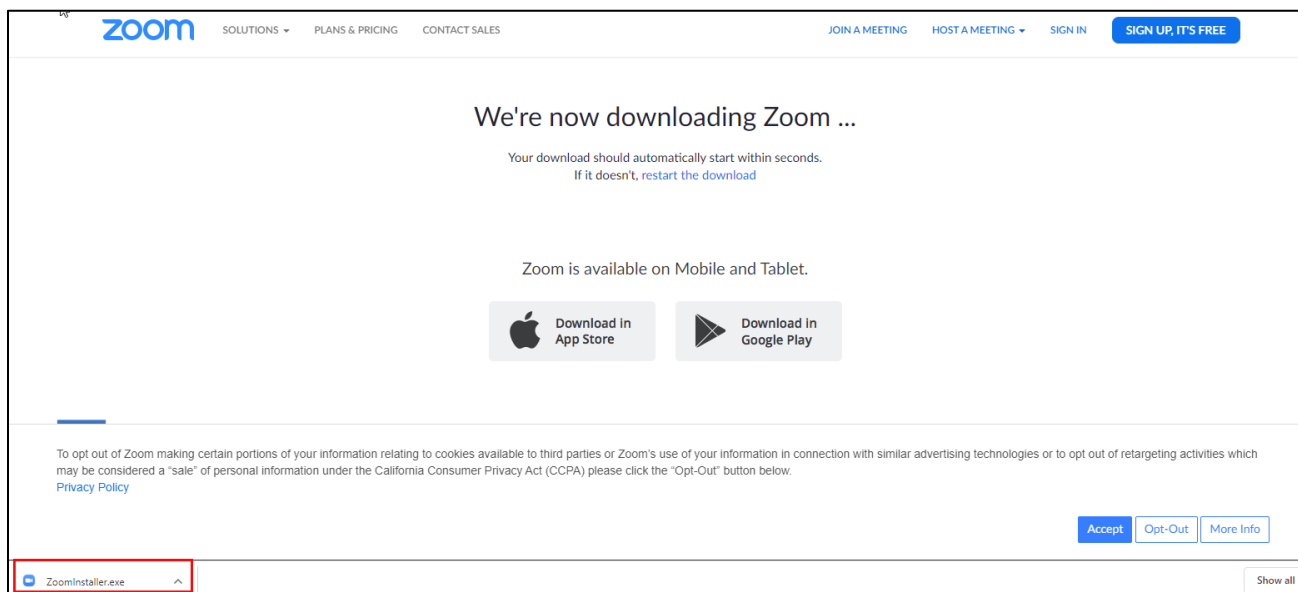
You must download and install the **Zoom** application on your computer or smartphone prior to your visit.

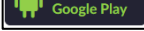
Download Zoom Ahead of your Visit (REQUIRED)

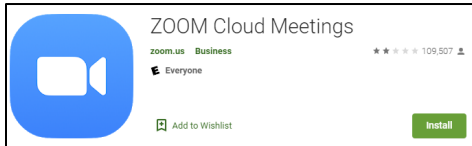
1. To download to your **Computer** open a web browser and type in this link:


<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:

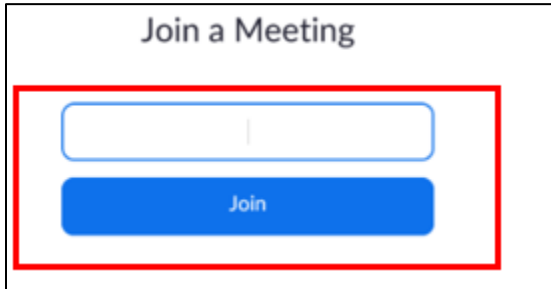
1. Open the email sent by your physician and click on the **meeting link URL**.

OR

2. Go to www.zoom.com and click on the **JOIN A MEETING** button on the top right-hand corner of the screen.

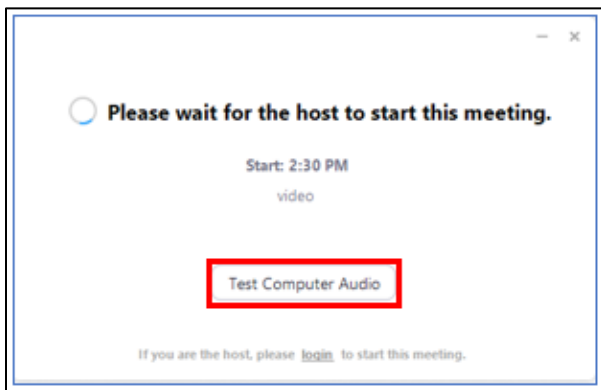


3. Next, type in the Meeting password given to you in the email and click **JOIN**.

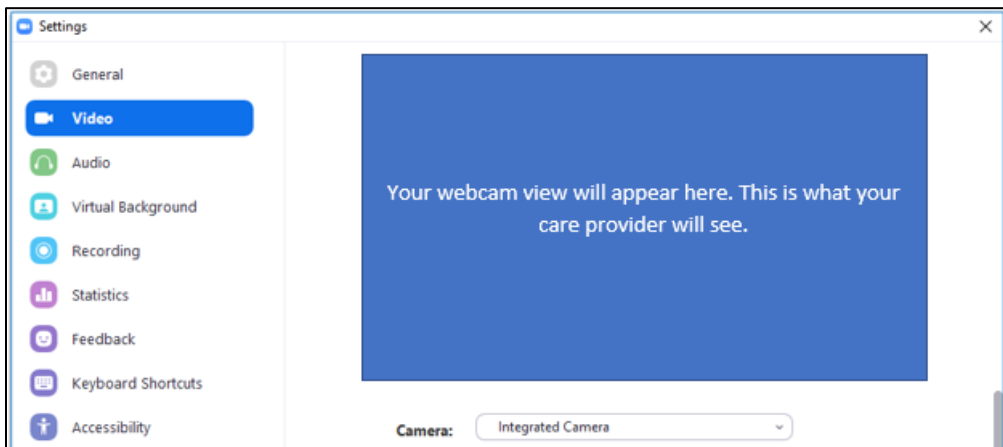


i Both of those options will take you to a screen with an option to choose **JOIN WITH VIDEO**, if you see a pop-up, allow your computer to **run Zoom Meetings**.

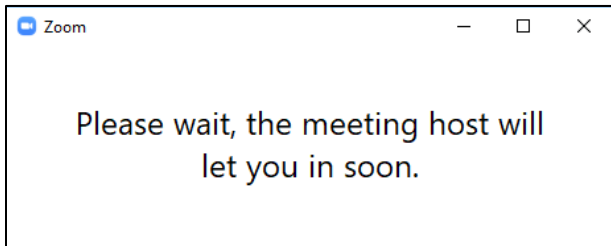
4. If you are the first one in the room, you will be placed in the lobby. If you see this screen, take a moment to test your video by clicking on **Test Computer Audio**.



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



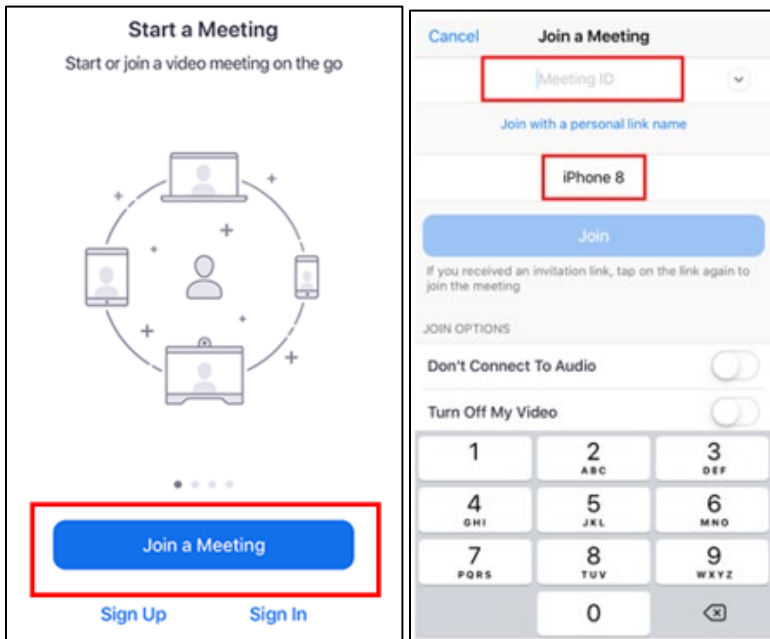
- Once you are in the meeting room, your care provider will need to start the meeting. If they have not arrived yet, you may see this screen.



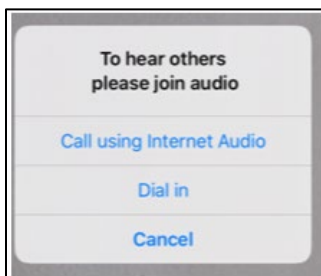
- Once your provider arrives, the meeting will begin.

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.