**Guide to help patient download Zoom**

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| **STEP 1: Check patient Zoom download status** | | **STEP 2: Help to start using** |
| **STATUS:** | **Check to see if Zoom downloaded** | **Help patient use Zoom app** |
| **DOWNLOADED** | **Each clinic should come up with their own method that works for them to indicate if a patient who has been scheduled for a phone visit is “ready” for a video visit**  If the patient is “ready” 🡪 next step | **Ask:** “I see it says you have downloaded Zoom on your smartphone and are interested in a video visit today. Is this correct?”  **If no:** 🡪 see box below  A close up of a logo  Description automatically generated**If yes:**  **YOU DO**: start zoom meeting on your computer  **SAY TO PATIENT:** Open Zoom app🡪 *\*patient confirms\** 🡪click “**Join meeting**” 🡪 give them **personal meeting ID** 🡪 click “**Join with video**” 🡪 waiting room  *When ready,* ***admit patient*** *from the waiting room 🡪 conduct video visit* |
| **NO DOWNLOAD:**  *(patient was not able to be reached prior to visit, should be prompted to download at beginning of telephone visit)* | **Clinic was not able to reach patient/patient has not downloaded zoom**  If patient is not ready 🡪 next step  ***Note****: if reason listed indicates patient does not have capability to conduct video visits (ie no smartphone, no internet) 🡪 proceed with telephone visit* | **Ask:** “Are you interested in doing a video visit today instead of a phone visit? Do you have a smartphone with you?”  **If no**: 🡪 proceed with phone visit  **If yes:**  **YOU DO**: Start zoom meeting on your computer  **SAY TO PATIENT:** Go to app store and download “Zoom Cloud Meetings” app 🡪*\*patient confirms\**  A close up of a logo  Description automatically generated  🡪 open Zoom app🡪 *\*patient confirms\** 🡪click “**Join meeting**” 🡪 give them **personal meeting ID** 🡪 click “**Join with video**” 🡪 waiting room  *When ready,* ***admit patient*** *from the waiting room 🡪 conduct video visit* |

**Trouble shooting:**

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| **Issue** | **Solution** |
| Patient does not have a smartphone but does have computer nearby with video cam and internet | Tell patient to open up new browser tab 🡪 search “Zoom download” 🡪 click “**Go to download**” link 🡪 Click download 🡪 install Zoom 🡪 *\*patient confirms\**  🡪 Open Zoom 🡪 click “**Join meeting**” 🡪 give them **personal meeting ID** 🡪 click “**Join with video**” 🡪 waiting room |
| Audio not working | - Make sure Zoom has access to the microphone (**Settings 🡪 Microphone 🡪 toggle green**)  - If settings ok but no sound 🡪 chat patient🡪 tell to click “**Join audio**” in lower left screen 🡪 call using internet Audio |
| Video not working | - Make sure Zoom has access to the camera (**Settings 🡪 camera 🡪 toggle green)**  - If settings ok but no video🡪 click “Manage participants“ 🡪 “More” 🡪 “**Ask to Start Video**” |

Questions or feedback on this tool? Please submit here: <http://tiny.ucsf.edu/telemedsurvey>