

Patient guide: **zoom** video visits

I. PREPARE at least 1 day before visit

A. Equipment

- **Smartphone/tablet**
- **Or Computer:** with web camera, speakers, microphone
- **Internet connection:** **WiFi** or **Ethernet** connection

B. Download Zoom app

- **Smartphone/tablet:** find in Apple App Store (iPhone) or Google Play (Android)
- **Computer:** go to <http://zoom.us>

C. Test Zoom: see yourself on screen

- **Smartphone/tablet:** press orange “**New Meeting**” button. “Start a Meeting”. Select “Video On” then “Call using Internet Audio”
- **b) Computer:** visit <http://zoom.us/test>. Select “Join meeting.” Open Zoom meetings. Test sound and microphone. Select “Join with Video” then “Call using internet audio”

II. GET 10-digit Meeting ID (xxx-xxx-xxxx) and APPOINTMENT time/date

A. You should receive your meeting ID by phone

III. DAY OF VISIT (get ready early!)

A. Private, quiet, well-lit space, good internet connection (Wifi or Ethernet connection)

B. Join video visit

- Open **Zoom app** and **Join meeting**
- Enter **Meeting ID** and **your first and last name**
- **Join:** make sure you connect **WITH audio and video**
- **“Please wait, the meeting host will let you in soon”**
- Your provider will **admit** you when ready
- Be prepared to show ID card and answer a few questions to confirm your identity
- Select **“Leave”** (upper right corner) when visit is over

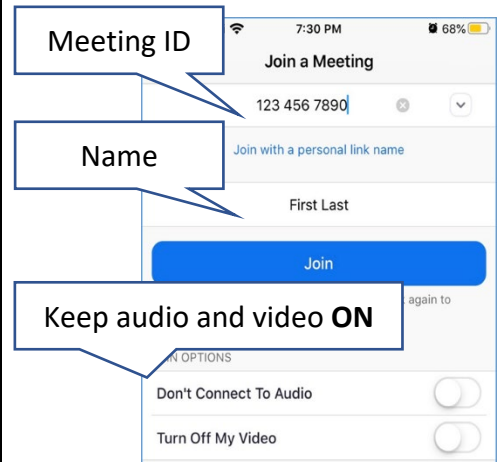
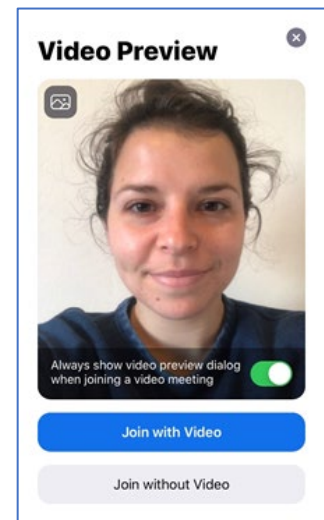


New Meeting

Join Meeting Test

Test your internet connection by joining a test meeting.

Join



Please contact your clinic by phone prior to your visit if you are having trouble With Zoom, or have not received an appointment or meeting ID. Please visit <http://support.zoom.us> for troubleshooting resources to help with Zoom. Images and guide preparation courtesy of Blythe Butler.



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