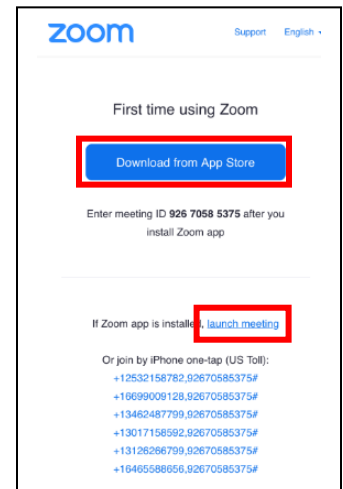
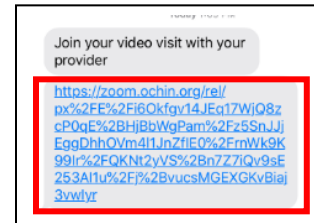


Zoom Telemedicine Instructions

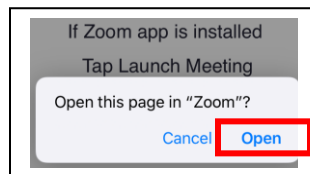
We offer easy and convenient virtual visits by video. These are similar to in-office visits and allow you to video chat with your provider from home. Virtual visits are confidential, secure and will NOT be recorded.

STARTING a VISIT with a TEXT LINK:

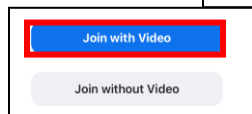
1. Download the Zoom app before your appointment
2. The text will arrive with the Zoom link at the time of your appointment.
 - a. Two texts will be sent by an *unknown number*.
 - i. One will say **Join your video visit with your provider**.
 - ii. The other text will have a link to the visit. Click on the link in the text to join the visit.
3. A new window will open to let you download the Zoom App or join the visit.
 - a. Click the **Download from App Store** if you still need the app, or
 - b. Click **Launch Meeting** to join the visit



4. Click **Open** in the next window



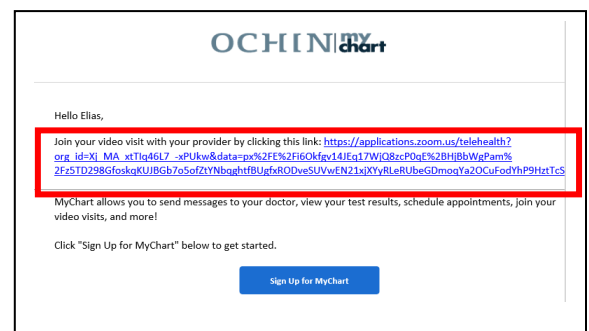
5. Click **Join with Video**



6. You will have **Mute, Start/Stop Video, Share Content, Virtual Background** and **Leave** controls

STARTING a VISIT with EMAIL LINK on COMPUTER:

1. An email will be sent at the time of the visit. The 'Subject' line will be **Join your video visit**
2. Click on the Zoom visit link in the email
 - o Clients are not required to sign up for MyChart to join the visit
3. You will have **Mute, Start/Stop Video, Share Content**, and **Leave** controls



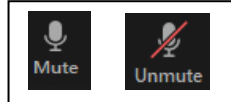
IF YOU are UNABLE to CONNECT to YOUR VIRTUAL VISIT or the VISIT gets INTERRUPTED:

1. We will call you if you do not join the video visit or we lose the connection
2. Your appointment will be changed to a phone visit

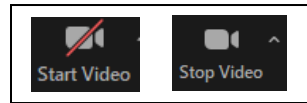
Zoom Telemedicine Instructions

ZOOM TIPS:

- **MUTE/UNMUTE:** Click to change the mute status

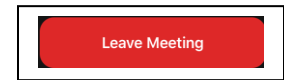
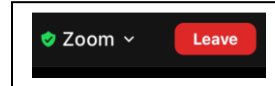


- **STOP VIDEO/START VIDEO:** Click to change the video display



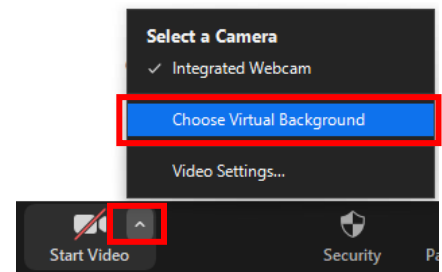
- **ENDING/LEAVING THE VISIT**

- Click **Leave** and then **Leave Meeting** to leave the visit




- **ADD A VIRTUAL BACKGROUND TO YOUR VIDEO**

- Follow the steps below to add a virtual background for privacy:
 - Click the arrow to the right of **Start Video**
 - Click **Choose Virtual Background**
 - Choose a background, then click **close**
 - To remove a virtual background, repeat the steps above to return to the **Choose Virtual Background** screen, then select **None** and **close** the window.



- **SHARE SCREEN** (the computer or cell phone screen, not the same as sharing your video)

- Click **Share Screen** 
- Select the monitor to share and then click **Share**
 - If sharing a video, check the boxes for **Share computer sounds** and **Optimize Screen**
- Click **Stop Share** at the top of your monitor to stop sharing



- **VIDEO VIEWS**

- Click **Speaker View** to choose who to see in the gallery view.
 - Choose view everyone or view only the speaker
- Click **Hide Self View** to not see yourself
 - Move cursor to upper right corner of your image, click on the blue square with 3 dots
 - Click **Hide Self View**
- **Pin Video/Unpin Video** to focus on one video, for example, the provider
 - Move cursor to upper right corner of your image, click on the blue square with 3 dots
 - Click **Pin Video/Unpin Video**

