

Using Zoom for Telemedicine: patient guide

What is Zoom?

- Zoom is a video telecommunications platform that can be used with phones, iPhones, iPads, laptops or desktop computers.
- You must be connected to the internet to use Zoom. For best results, please use a hardwired connection. If not available, high-speed wireless should be sufficient.
- You'll be prompted to run and install a small browser plug-in the first time you connect with a new browser.

How Do I Connect?

You will receive a link for your Telemedicine visit via eCare that looks like this:

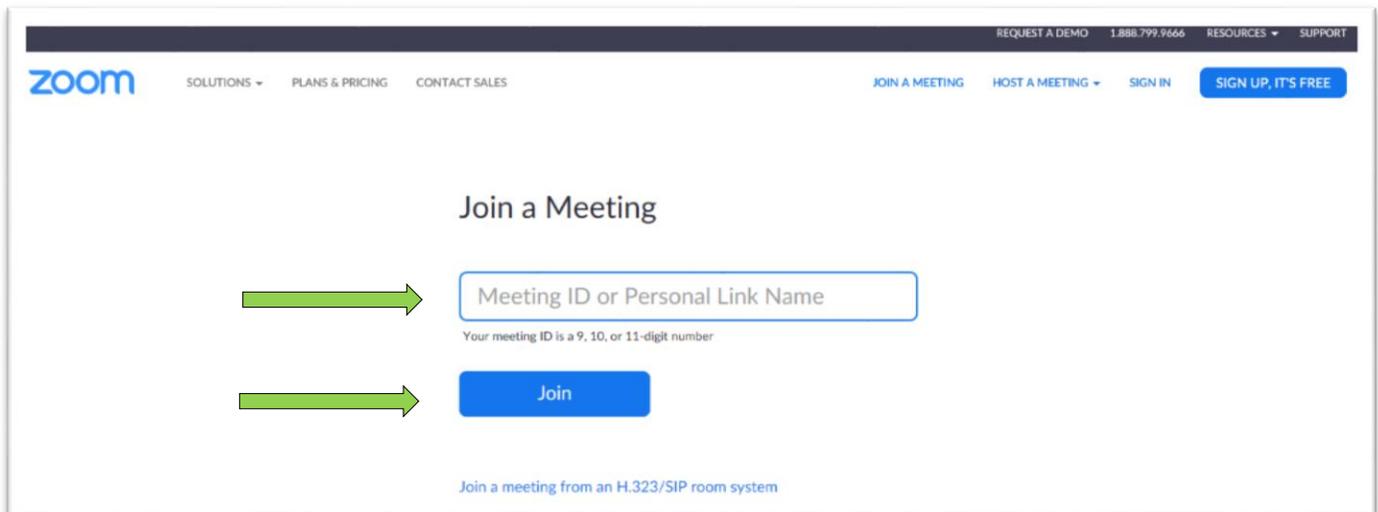
<https://zoom.us/j/713494945> (9-digit number will be different for each telemedicine visit).

To join the Telemedicine visit using your computer, there are three options:

1. Simply click on the link. **Or...**
2. Cut and paste the link into your browser. **Or...**
3. Type "zoom.us" into your browser, hit return, and you will see the following ribbon across the top of the page. Click on "JOIN A MEETING."



You will then see the following. Where you see "Meeting ID or Personal Link Name," please enter the unique 9-digit number found at the end of the link sent to you by the Mental Health Navigator, and then click on "Join."

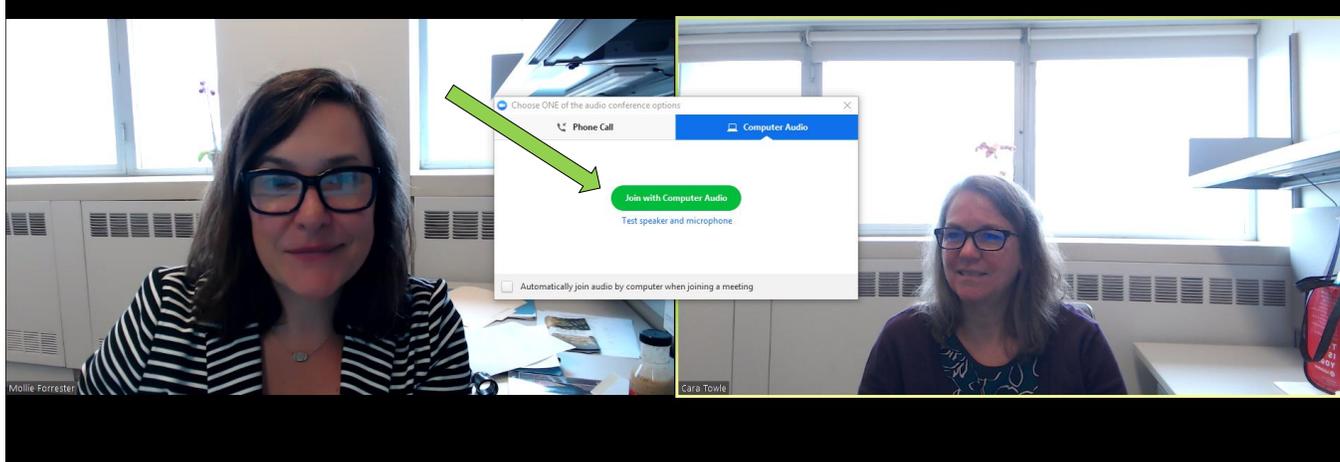


TIP: Watch this 1-minute YouTube Video for a quick instruction on how to join a meeting by Email invite:

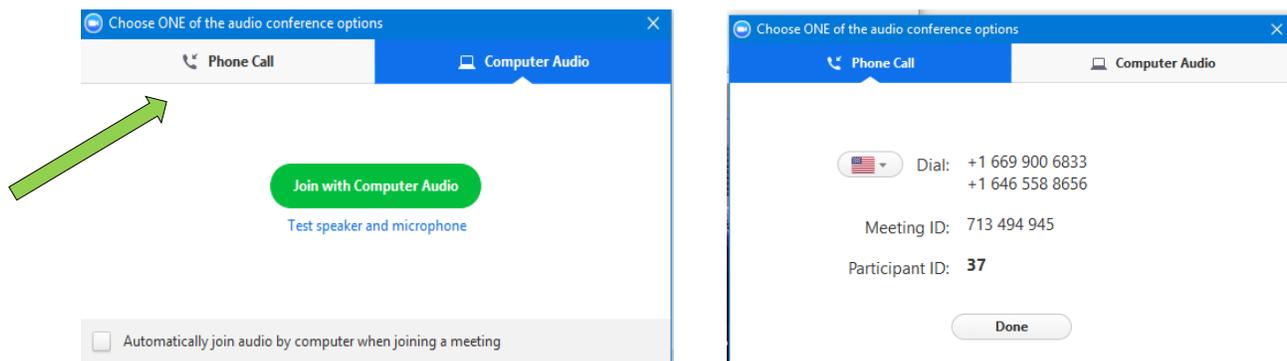
<https://www.youtube.com/watch?v=vFhAEoCF7jg>

Your meeting will look something like this (below), including an image of you on the screen.

Your meeting will look something like the image below, including an image of you on the screen. To join using your computer microphone and speaker, please click on the green button that says “Join with Computer Audio.”



If you don't have a microphone and speaker on your computer, you may join using your computer just for the video, and by using a telephone for the audio. Instead of “Join with Computer Audio,” click on “Phone call,” and you will be provided with the dialing instructions, as below.



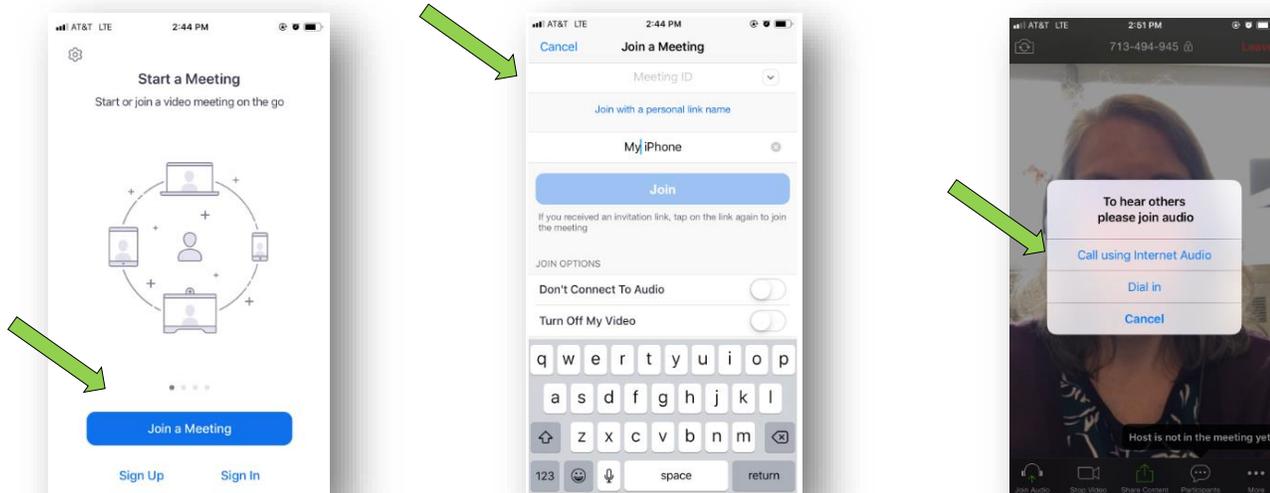
To join the Telemedicine visit using your Smart Phone or Tablet:

Download the Zoom App on Smartphone/Tablet

Open the Zoom App and choose “Join a Meeting.”

Enter Meeting ID (9-digit number) & Name, then click “Join.”

Choose “Call using Internet Audio” to participate.



Please refer to the graphic below for help with basic functions.



This symbol shows that this is a secure meeting.

Expand to full screen.

Ensure that your audio is not muted so that you may be heard.

Ensure that your image can be seen.

Press this to leave the meeting at the end of the visit.

The image shows a Zoom meeting window with a woman in the center. Annotations with arrows point to: a lock icon in the top left corner; a 'Enter Full Screen' button in the top right corner; the 'Mute' and 'Stop Video' buttons in the bottom left corner; and the 'Leave Meeting' button in the bottom right corner.

Helpful Hints for your Telemedicine Visit

Adjust your lighting so your face is seen clearly:



Look into the camera, not at the screen:



Choose a clean, quiet background:



At the beginning of the visit, you will both introduce yourself and anyone else in the room.



Try to ensure that you won't have unexpected visitors.

