



Patient Guide for Telehealth Zoom Video Visits

Introduction

This guide will review how to join a scheduled **Telehealth Zoom Video Visit** with your provider. **Zoom** is a HIPAA-compliant (private and secure) platform that will allow you to meet with the provider from your computer or mobile device.

You may receive a bill for the services you have received during this telehealth visit.



For Zoom technical support, call 1.888.799.9666, option #2.

Download the Zoom app

Prior to your telehealth video visit, you can download the **Zoom** app. Otherwise, you will be prompted to download and install Zoom when you click a join link.

Desktop Computer:

Download the desktop client from the Zoom website.

<https://zoom.us/download>

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

Download

Version 4.6.7 (18176.0301)

Mobile Devices:

Download from the App Store (iOS) or Google Play (Android).

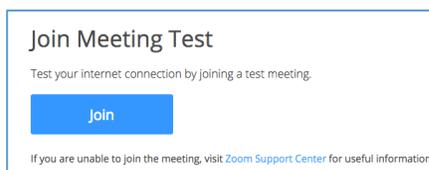


Join a Test Meeting

Prior to your telehealth video visit, join a test Zoom meeting to familiarize yourself with Zoom and test your microphone/speakers.

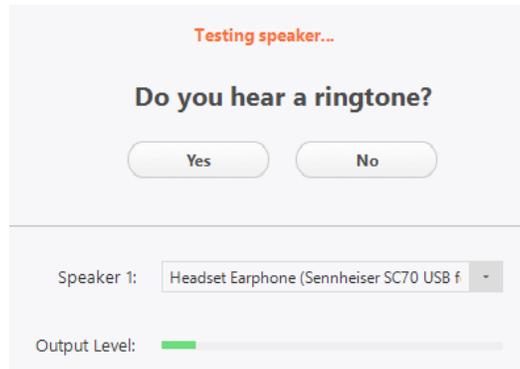
Desktop Computer:

1. Visit <http://zoom.us/test>.
2. Click the blue **Join** button to launch Zoom.

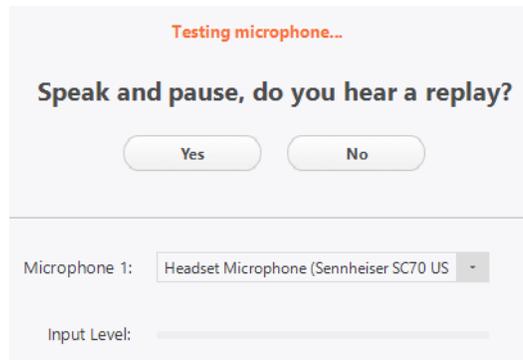


3. When prompted by your browser, click **Open Zoom Meetings**. If you don't have Zoom installed on your computer, follow the prompts to download and install Zoom.

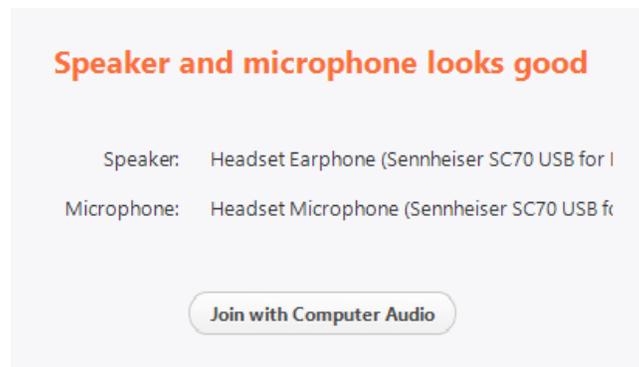
4. The test meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click **No** to switch speakers until you hear the ringtone. Click **Yes** to continue to the microphone test.



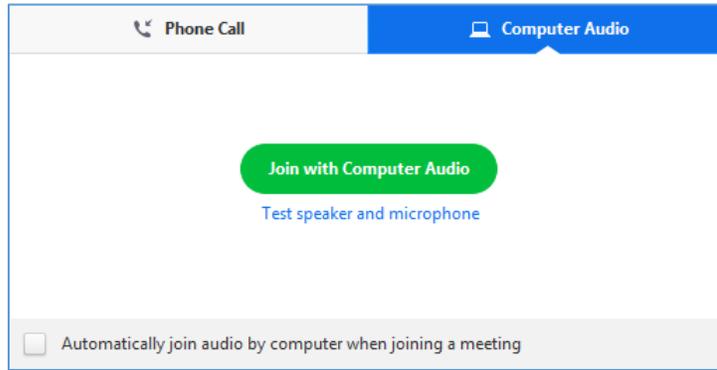
5. If you don't hear an audio replay, use the drop-down menu or click No to switch microphones until you hear the replay. Click Yes when you hear the replay.



6. Click Join with Computer Audio.



7. Click Join with Computer Audio to join the test meeting with the selected microphone and speakers.

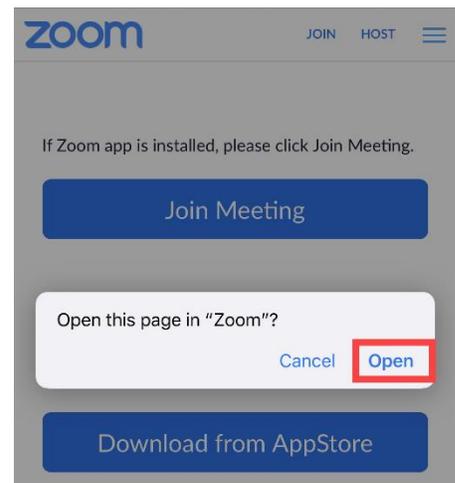


8. You will join the test meeting as an attendee. Please take the opportunity to familiarize yourself with the audio and video controls.

Mobile:

1. Download and launch the **Zoom** app (iOS or Android).
2. Visit <http://zoom.us/test>.
3. Click **Join Meeting**, then **Open** to launch the test meeting in the mobile app.

4. You will join the test meeting as an attendee. Please take the opportunity to familiarize yourself with the audio and video controls.



Look for the Telehealth Visit invitation

Once your telehealth visit is scheduled, you will receive an e-mail and/or text notification with a link to your telehealth video visit 30 minutes prior to your appointment if your doctor’s office is using Phreesia; you will receive an email notification only if your doctor’s office is not using Phreesia check in.



Choose a good location

Sit in a quiet, comfortable, well-lit place. A private location with as few distractions and as little noise as possible is best. Good lighting in front of you will also let your provider see your face more clearly.



Join the Zoom session

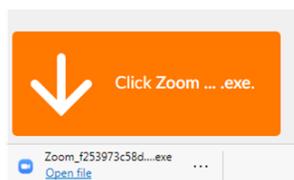
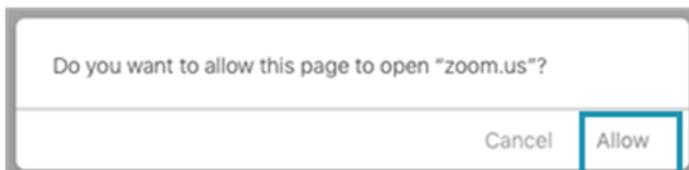
On the day of your video visit, you will sign into the Zoom session and wait for the provider to arrive. **The visit will start when the provider arrives.** (You may have to wait a few minutes).

1. To join from your computer or mobile device, click or tap the **Join Zoom Meeting** link from the invitation. (This is a unique link for each visit).

Join Zoom Meeting

<https://zoom.us/j/102791821>

2. For mobile devices, you will be prompted to download the **Zoom** app if not already installed. Desktop computer users may need to click **Allow** or **Run** depending on the web browser.



Audio Settings & Troubleshooting

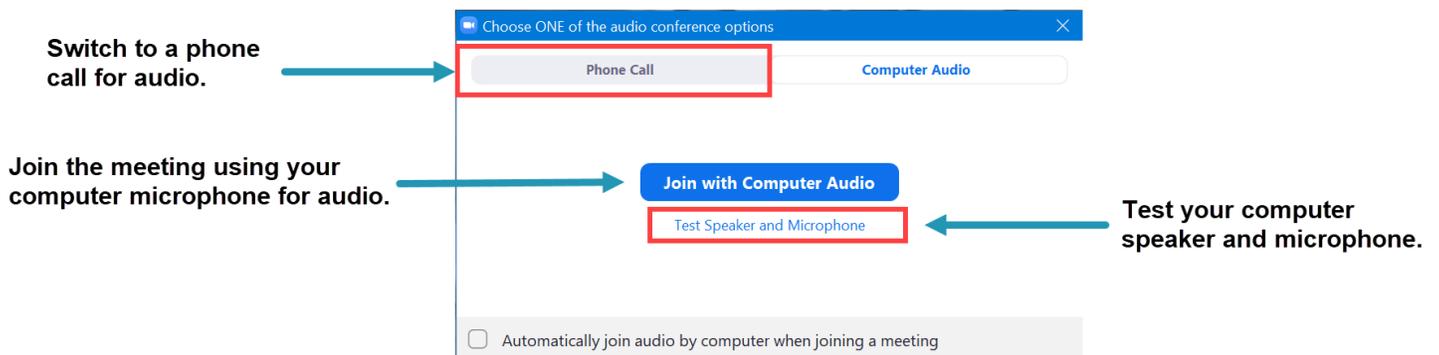


For Zoom technical support, call 1.888.799.5926.

Desktop Computer:

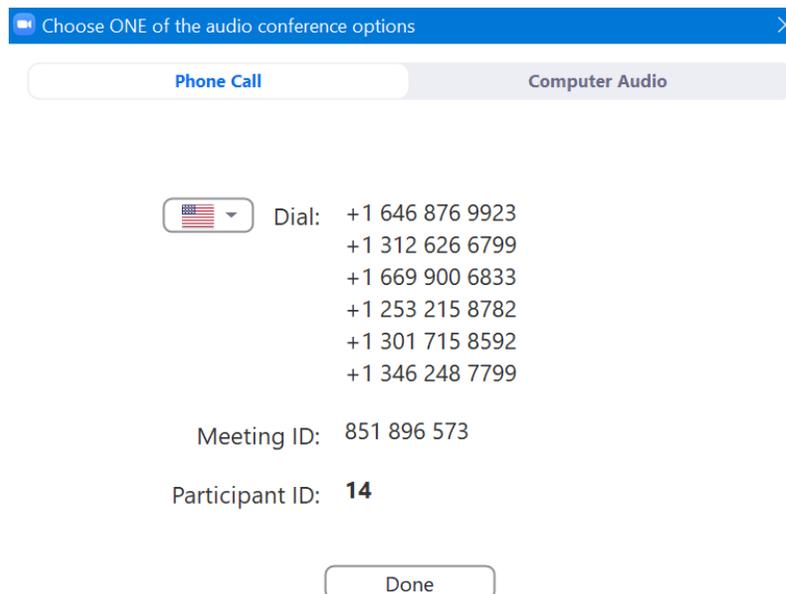
When joining the Zoom meeting from a desktop computer, you will be prompted to select whether you want to use **computer audio** (requires microphone) or connect to audio via a **phone call**.

Select the button **Join with Computer Audio** to connect using your computer microphone. To test your equipment, click **Test Speaker and Microphone**.

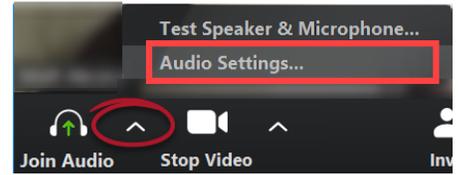


When selecting the **Phone Call** tab, a list of phone numbers will appear. To connect to the video visit, call any of these numbers, then enter the **Meeting ID** and **Participant ID** (these are unique for every meeting).

Once you are connected to the phone audio, click the **Done** button to proceed with the video visit.

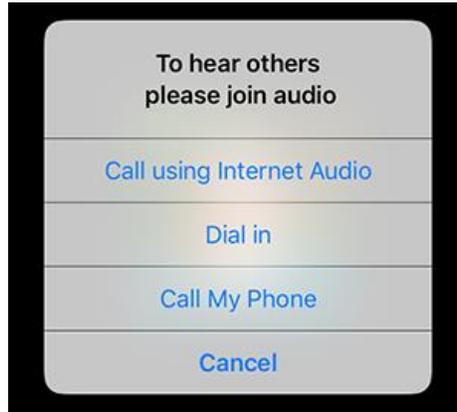


If the audio quality is poor, try switching between computer and phone audio. To change audio settings during the meeting, click the up arrow next to **Join Audio** at the lower left, then select **Audio Settings**.



iPhone/iPad

When joining the meeting from an iOS device, you will see the following prompt. Select one of the options to connect to audio.



Joining from multiple devices

If you have multiple camera devices available (e.g. computer with webcam and smartphone), your provider may ask you to join the video visit from both devices to allow for a secondary camera during the exam.

In this case, you only need to connect the audio from one of the devices.





Pre-Visit Checklist for Telehealth Patients

Before your Zoom Video Visit, please take a few minutes to complete the items on this form if possible. Any information you provide will help your provider with your care.

Complete the following prior to your telehealth video visit:

- Download the Zoom app (desktop or mobile).
- Join a test Zoom meeting. Test/familiarize yourself with audio and video controls.



Have the following information ready for the provider if possible:

<input type="checkbox"/> Primary Care Provider:	
<input type="checkbox"/> Temperature:	
<input type="checkbox"/> Blood Pressure:	
<input type="checkbox"/> Pulse:	
<input type="checkbox"/> Weight:	
<input type="checkbox"/> Current Medications (please bring your medication bottles to your Zoom Video Visit).	
<input type="checkbox"/> What medications do you need refilled, if any?	

The following may come in handy for your visit:

- Flashlight
- Additional smart device (if you are using your computer for the call) with a camera.



INFORMATION ABOUT AND CONSENT FOR PARTICIPATION IN A TELEMEDICINE CONSULTATION

Date of Encounter: _____ **Provider name:** _____ **Credentials:** _____
MD/DO/NP/PA

Patient Name: _____
(First) (Middle initial) (Last)

DOB: _____ **MRN:** _____

What follows are what you should expect and a what makes a telehealth (video) visit different from an in-person encounter. At the end, you will need to give your consent to having a telehealth visit in order to proceed.

- As you will not be in the same room as the health care provider, their examination and evaluation will not be the same as a direct patient/health care provider visit.
- A representative of the GW Medical Faculty Associates (MFA) will explain how to access the video conferencing technology that will be used. As with any technology, there are potential risks to this technology, including interruptions, distortions, and technical difficulties. If you or the provider feels that the videoconferencing connections are not adequate for the situation, either of you can discontinue the telemedicine consult/visit. Similarly, it is possible that parts of some examinations cannot be accomplished via teleconferencing and your provider may let you know you need an in person visit.
- MFA takes protecting our patients' privacy very seriously. Accordingly, we are using an encrypted method of communication and have HIPAA business associate agreements in place with all vendors and contractors required to facilitate the telehealth communication. That said, it is possible, even if very unlikely that our systems, or the systems of the contracted vendors, might be compromised and there is never no risk with electronic data. As always, you retain all HIPAA rights as detailed in MFA's Notice of Privacy Practices.

CONSENT: I have read this document carefully. I have had the risks, benefits and alternatives to teleconferencing consultations explained to me by the representative. I have had all my questions to this point answered to my satisfaction and I understand that I may ask further questions of my provider during the telehealth visit. By my signature below I hereby consent to participate in a telemedicine visit under the terms described herein.

Patient's/parent/guardian signature

Date and Time