

Patient Tip Sheet

Overview.....	1
A Note on Zoom Security.....	1
Download Zoom Ahead of Your Visit (REQUIRED)	1
Join your Provider for an Appointment Using myChart Mobile.....	2
Join Your Provider for Your Appointment Using myChart on a Computer (With Webcam).....	5
Join Your Provider for Your Appointment Using Secure Link (Non-myChart Users).....	7

Overview

In order to join a video conferencing meeting with your doctor, you will need to follow the steps below. You can use a computer or cellular device.

If you have trouble with these steps, we recommend you try troubleshooting via the Zoom Support page – they have great videos and lots of resources. <https://support.zoom.us/hc/en-us>



You must download and install the **Zoom** application on your computer or smartphone prior to your visit. **When prompted, allow access to camera and microphone.**

Telemedicine is the use of electronic information and communication technologies by a health care provider to deliver services to an individual when they are located at a different site than the provider.

- The benefits of telemedicine include having access to care without having to travel.
- A potential risk of telemedicine is that because of your specific medical condition, or due to technical problems, a face-to-face consultation still may be necessary after the telemedicine appointment.
- The laws that protect privacy and the confidentiality of medical information also apply to telemedicine.
- Copayments or coinsurances may apply to telemedicine visits depending on your insurance plan.
- You may withdraw consent to the Telemedicine visit at any time without affecting your right to future care or treatment.

A Note on Zoom Security


MemorialCare is using Zoom to conduct virtual visits because it offers a HIPAA-compliant and secure platform for our patients. Your privacy is our highest priority, so we have implemented several safeguards to ensure your visit remains confidential. Joining your visit via myChart creates a secure link between you and your provider. If you are joining via a link, know that the link we are providing is custom to you.

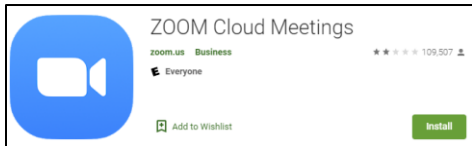
Download Zoom Ahead of Your Visit (REQUIRED)

Please download the Zoom app prior to your visit. the Zoom app needs to exist on your device for myChart to open your visit with your provider.

1. To download to your **iOS (iPhone)**: Go to the App Store  on your iPhone and type in **Zoom Cloud** and install the application.

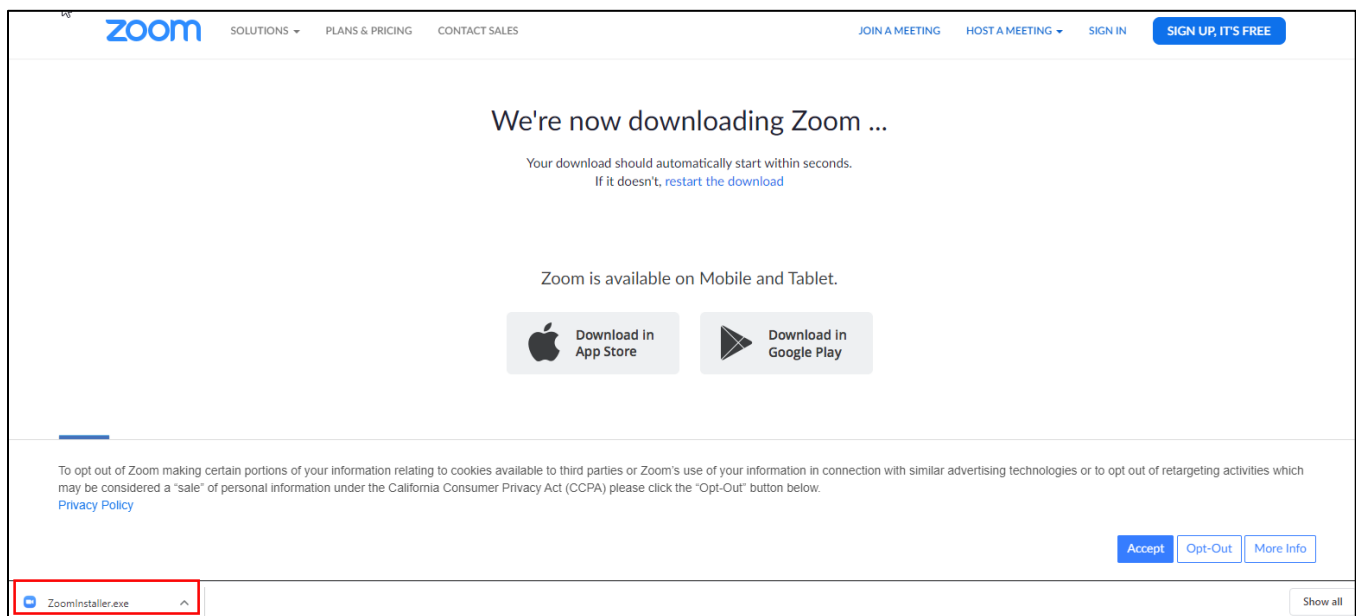


- To download to your **Android Cell Phone**: Go to the Google Play Store  on your device, type **Zoom Cloud**, and install the application.



- To download to your **Computer** open a web browser and type in this link:
<https://zoom.us/support/download>

- The download will begin automatically. Make sure to click **Save** on the pop-up at the bottom of your screen, and then click **Run** if it prompts you to do so.



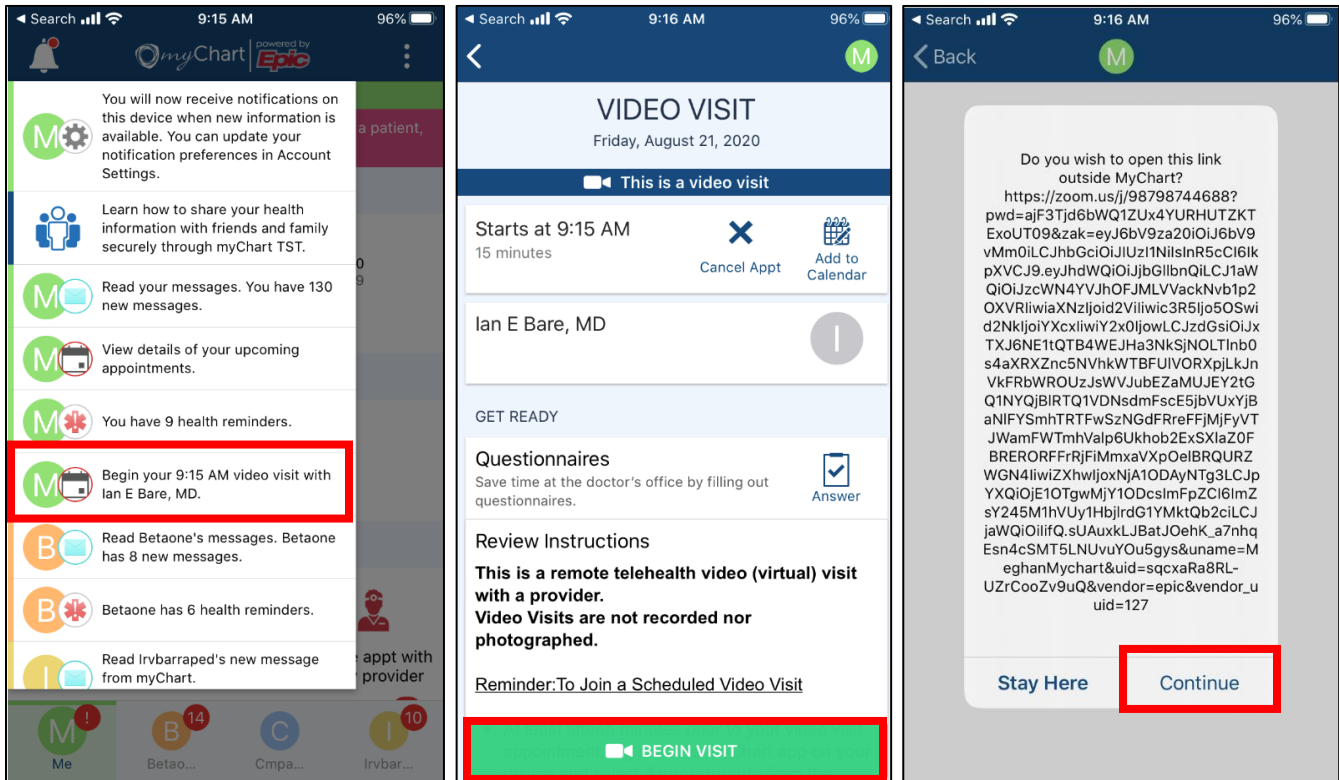
Join your Provider for an Appointment Using myChart Mobile



You will need to connect to the Zoom call with both **audio and video**. We recommend that you join your call 5-10 minutes early to ensure you have enough time to test your equipment and ensure video is working properly.

- Navigate to your myChart account.
- If you are within 30 min of your appointment time, an alert will prompt you to join your video visit.
- Select the alert and select **Begin Visit**. If the button is greyed out, you are too early for your visit. Check back within 30 minutes of your appointment time.

- A prompt will ask you if you'd like to open a link outside of myChart, choose Continue to allow myChart to launch the Zoom application.

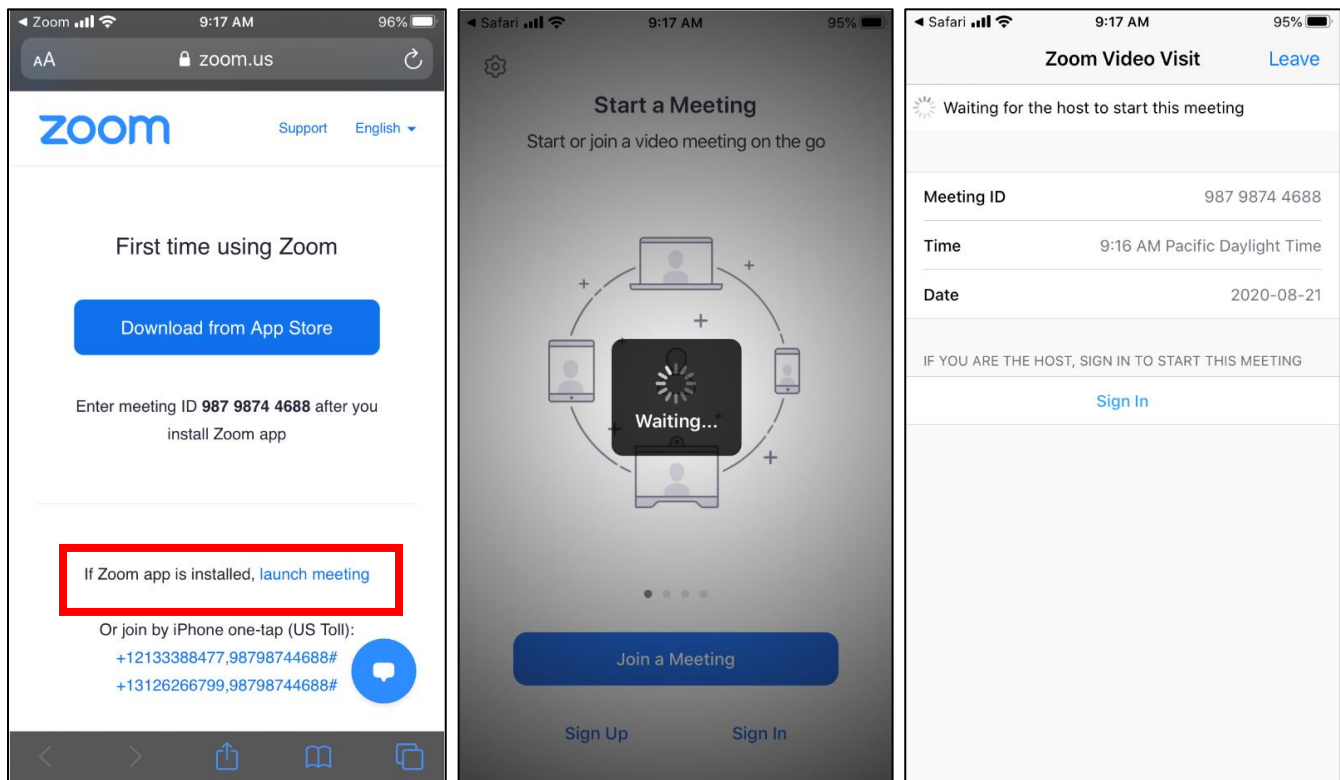


i If you already have Zoom installed, you will not need to install again, instead **click below the blue button to launch the meeting**

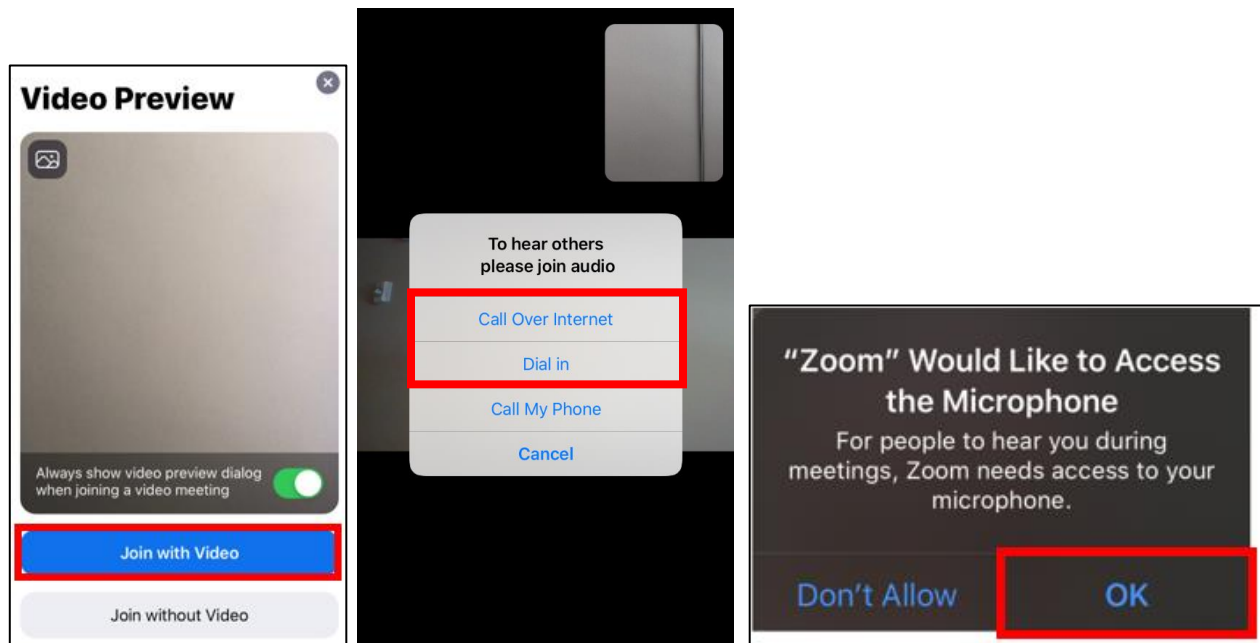
- Choose to **Launch Meeting**.

i If you have not installed the Zoom application yet, select the blue “Download from App Store” button to get the app. Once the app is downloaded, return to myChart to start your visit.

- This will launch the Zoom application. It will connect you securely to your visit.
- If your Care Team has not joined, you may see a message letting you know the host has not started the meeting yet. Please wait for your Care Team.
- If you are prompted to sign in to Zoom, you can choose **Not Now**.

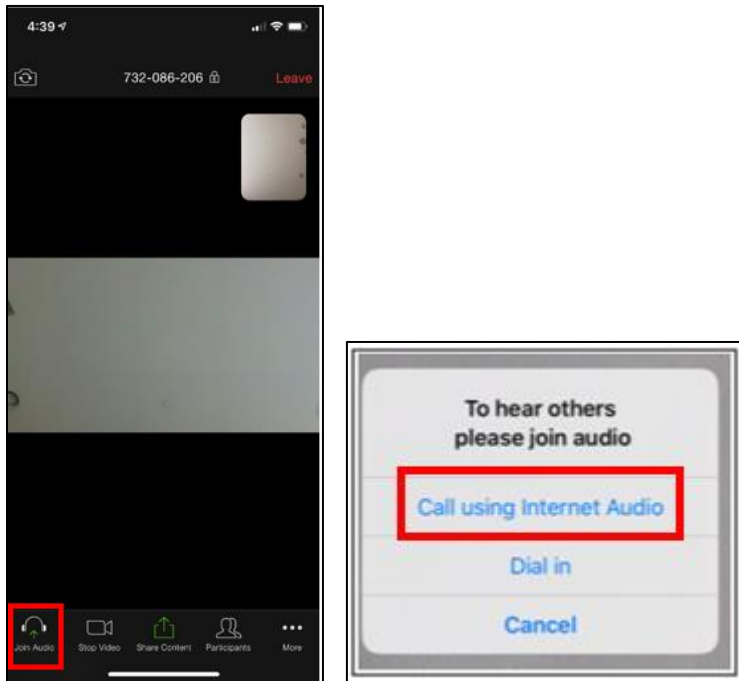


- 9. When your Care Team arrives, you will be prompted to join via video and audio. To join audio, we recommend choosing **Internet Audio**, but you can also dial-in.
- 10. If you are asked to allow **Access to the Microphone**, please do so.



- 11. Your appointment will begin.

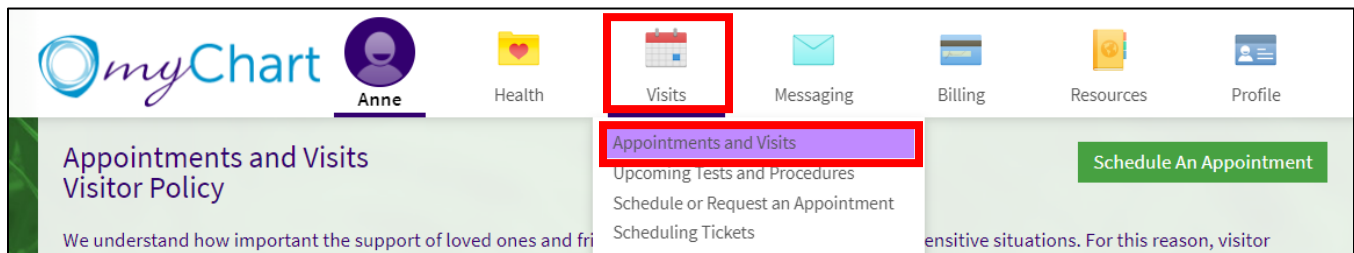
12. If you are not automatically connected to audio, choose the **Join Audio** button in the lower righthand corner.

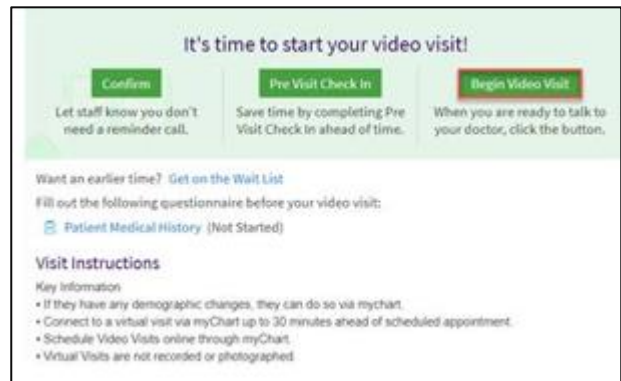
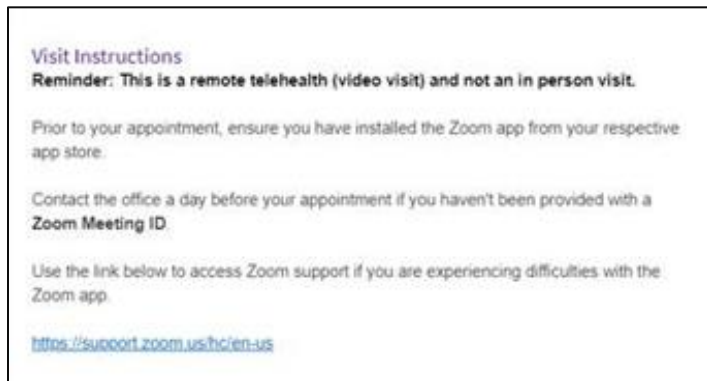


Join Your Provider for Your Appointment Using myChart on a Computer (With Webcam)

i You will need to connect to the Zoom call with both **audio and video**. We recommend that you join your call 5-10 minutes early to ensure you have enough time to test your equipment and ensure video is working properly.

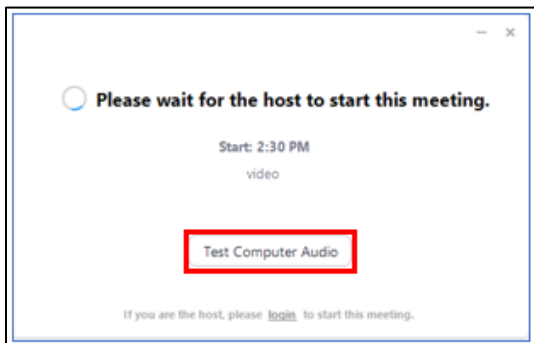
1. Navigate to your myChart account (<https://www.memorialcare.org/mychart>) and sign in. Go to the Visits tab, and then select Appointments and Visits. Select your Video Visit and choose **to Begin Video Visit**.



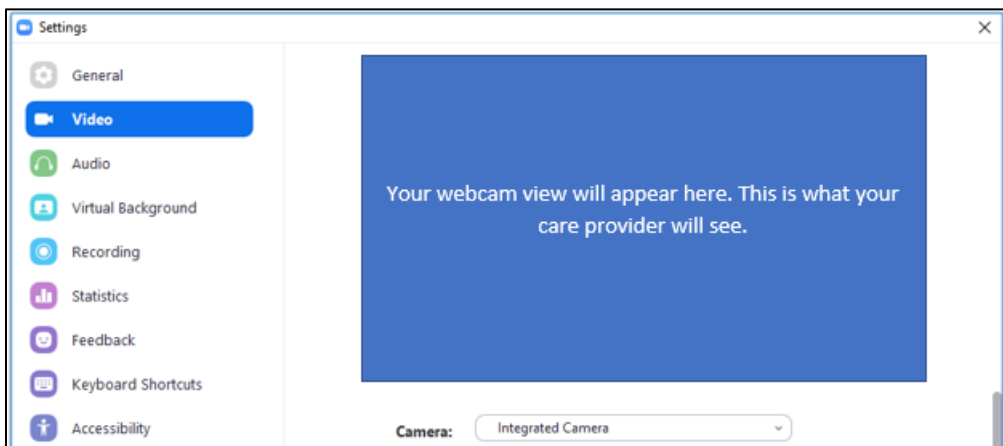


i You will see an option to choose ‘**Join With Video**’, if you see a pop-up, allow your computer to ‘**run Zoom Meetings**’.

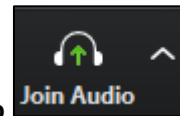
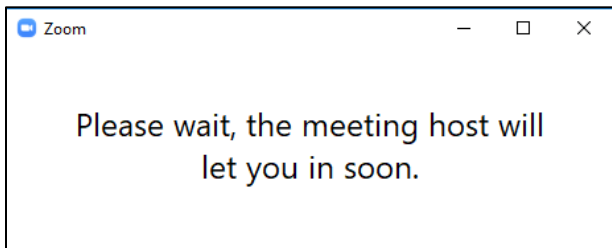
2. If you are the first one in the room, you will be placed in the lobby. If you see this screen, take a moment to test your audio by clicking on **Test Computer Audio**.



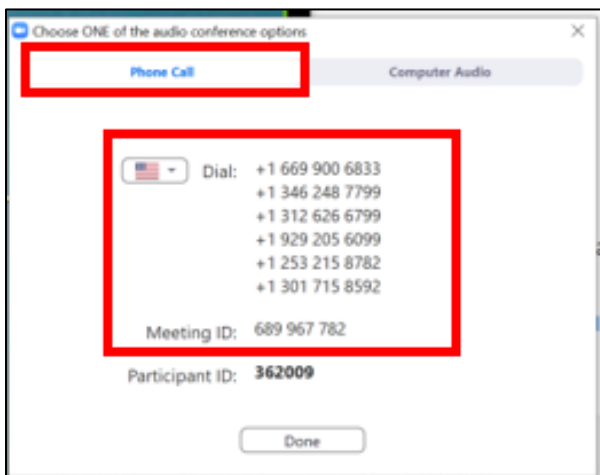
3. From there you can also test your video settings by clicking in the **Video button** above Audio on the left.



4. Once you are in the meeting room, your care provider will need to start the meeting. If they have not arrived yet, you may see this screen.



5. If you cannot hear your Care Team Member, click the **Join Audio** button on the bottom left hand corner of the video box.
6. Choose the **Phone Call** tab and dial one of the listed phone numbers. When prompted, input your **Meeting ID**. You may also enter your participant ID or password.
7. Your appointment will begin.



Join Your Provider for Your Appointment Using Secure Link (Non-myChart Users)

i You will need to connect to the Zoom call with both **audio and video**. We recommend that you join your call 5-10 minutes early to ensure you have enough time to test your equipment and ensure video is working properly.

1. Click on the link that was provided by your Care Team. This will launch **Zoom Meetings** (either in a browser (computer with webcam) or in the Zoom app (mobile device)).

Thank you for scheduling your video visit with Bare, Ian E, MD on 8/25/2020 at 07:30 AM

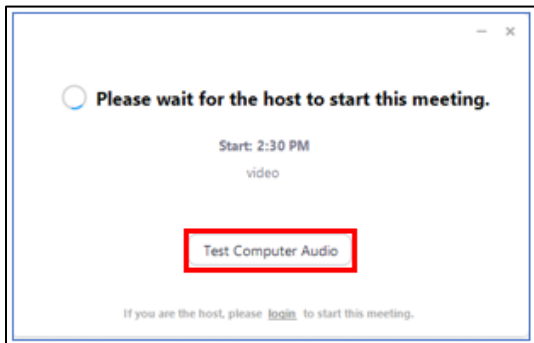
You will need to download the Zoom app from the app store if you have not already.

Copy the link below into your web browser when you are ready to start the visit. You will be placed in a waiting room until your provider is ready for your appointment.

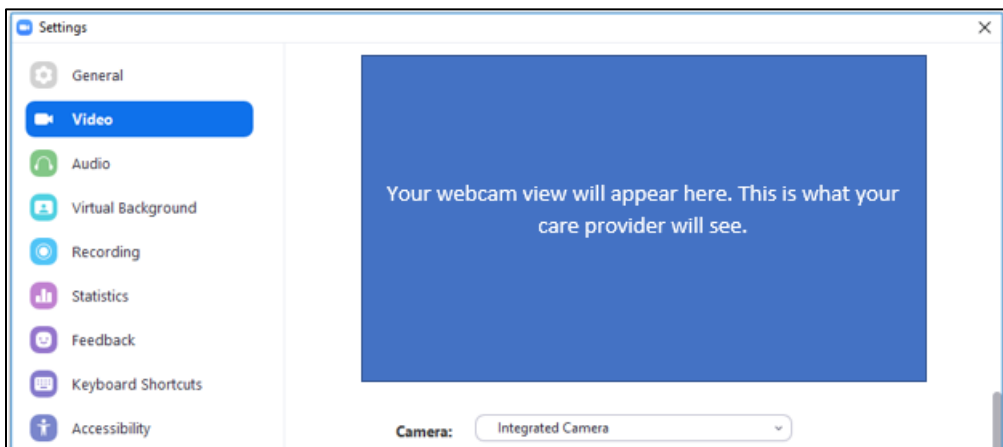
Link: https://applications.zoom.us/telehealth?org_id=PjwypkZTQ8ibLvfpFs9oqw&data=ks%2BARff7sLH4k2MSSZH%2BvfWrkCu7m6Thvxvdmabu0NR5E4GSwcbRruxzntBkiFPFKgvOk4nepDQ7y74tbvxQND%2FioHJggsFUjrguxDHXTQ%3D

i You will see an option to choose **Join With Video**, if you see a pop-up, allow your computer to **run Zoom Meetings**.

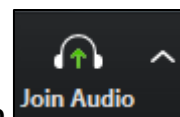
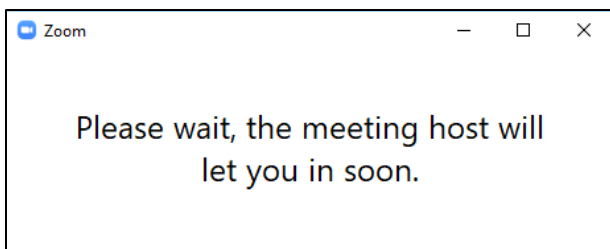
2. If you are the first one in the room, you will be placed in the lobby. If you see this screen, take a moment to test your audio by clicking on **Test Computer Audio**.



3. From there you can also test your video settings by clicking in the **Video button** above Audio on the left.



4. Once you are in the meeting room, your care provider will need to start the meeting. If they have not arrived yet, you may see this screen.



5. If you cannot hear your Care Team Member, click the **Join Audio** button on the bottom left hand corner of the video box.

6. Choose the **Phone Call** tab and dial one of the listed phone numbers. When prompted, input your **Meeting ID**. You may also enter your participant ID or password.

7. Your appointment will begin.

