

# Preparing for a Telehealth Visit with Your Health Care Provider



## Frequently asked questions

We believe you will find your telehealth visit convenient and effective. Please review these commonly asked questions and prepare your device for your visit.

### What do I need to conduct a Zoom visit?

- Internet access.
- A device – laptop, phone, tablet or computer – with audioconferencing and videoconferencing functions (i.e., a camera and speaker).
- Installed Zoom app or access to **zoom.us** via computer.

### How do I Install Zoom?

Zoom for Android phone/tablet

- Open the Google Play Store on your device.
- Search for Zoom Cloud Meetings.
- Locate and tap the entry by zoom.us.
- Tap Install.
- Read the permission listing.
- If the permissions listing is acceptable, tap Accept.
- Allow the installation to complete.

Zoom for iOS phone/tablet

- Tap the App Store icon on your device.
- Tap Search the bottom right of your screen.
- Enter Zoom in the search text box.
- Select Zoom Cloud Meetings from the available app choices.
- Tap Get.
- Tap Open.

Zoom for Windows and Mac computer

- Visit Zoom Download Center: **zoom.us/download**.
- Click Download below Zoom Client for Meetings.
- Click and Open the downloaded file. It is typically saved to your Downloads folder.
- Follow the prompts to install the application on your computer.

### How do I join a Zoom Meeting?

- Open the Zoom app on your device.
  - Enter Meeting ID provided by Coordinators.
  - Tap Join Meeting.

## EXAMPLE

- **Customize based on your videoconferencing platform**
- **Include specific steps**
- **Clearly address variations based on operating platforms and devices**
- **Minimize the number of steps where possible**

**QUESTIONS? We can help.**  
**Call (xxx) xxx-xxxx**  
**Ask for Scheduling**

Continued on the Back Page

## At-Home Telehealth Visit Checklist

### Getting Ready

- Confirm your phone number with the clinic staff member and have your phone and that number available in the event of a technology or connectivity challenge, your **provider can call you**.
- Choose a private and quiet area in your home.
- Try to limit the distractions in the room.
- If you have young children in the home, try to set them up with an engaging activity before the appointment.
- Check your internet connection, power cords and start up your device (i.e. tablet, phone, or computer) 15 minutes prior to the visit.

### Do

- Join the call on time.
- Place your tablet/phone/computer on a stable surface.
- Keep your camera on the entire time.
- Make sure that anyone attending with you can be seen on camera, unless otherwise instructed.
- Be fully present – save household chores and other tasks for later.
- Have your phone available in the event of a videoconferencing difficulty so your provider can call you.

### Don't

- Do not join while driving.
- Do not join in a public area or while outside if possible.
- Do not have children or pets in the room if possible.
- Do not work on household chores during the visit.
- Do not have TV or loud music in the same room.
- Limit eating during visit.
- Do not walk around from room to room while in the visit.

**QUESTIONS? We can help.**

**Call (xxx) xxx-xxxx**

**Ask for Scheduling**