



# 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 HIPPA-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 1.888.799.5926.**

## 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).



## Look for the e-mail invitation

Once your video visit is scheduled, you will receive an e-mail with a link to your telehealth video visit.

The screenshot shows an email inbox on the left with several messages. The top message is from Andrew Test Scheduler with the subject 'Telehealth Visit'. An arrow points from this message to a detailed view of the email on the right. The detailed view shows the sender's name and profile picture, the recipient's name, and the subject. Below this is a PDF attachment titled 'Telehealth Zoom Visit Patient Guide.pdf'. The main body of the email contains the following text:

Andrew Test is inviting you to a scheduled Zoom meeting.

Topic: Telehealth Visit – 15 min  
Time: Mar 12, 2020 03:00 PM Eastern Time (US and Canada)

Join Zoom Meeting  
<https://zoom.us/j/102791821>

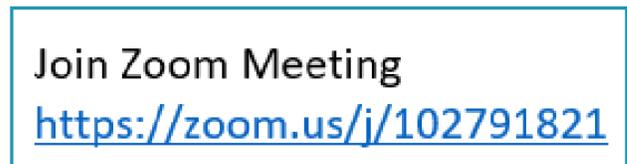
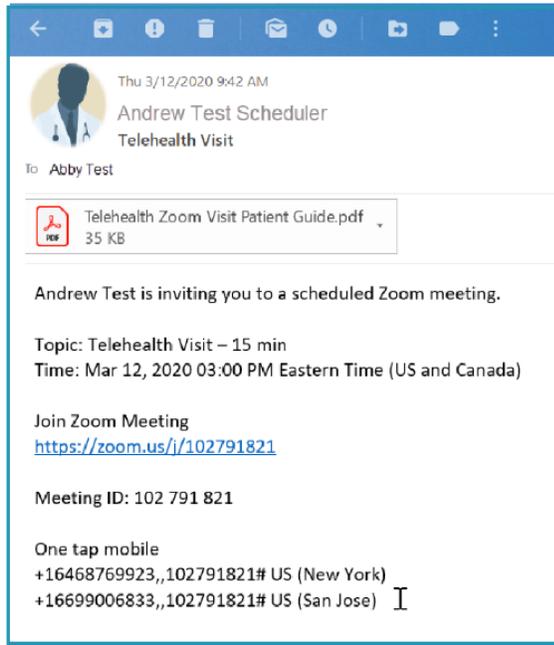
Meeting ID: 102 791 821

One tap mobile  
+16468769923,,102791821# US (New York)  
+16699006833,,102791821# US (San Jose)

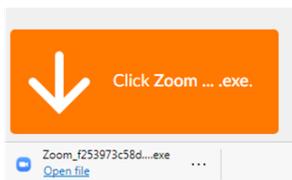
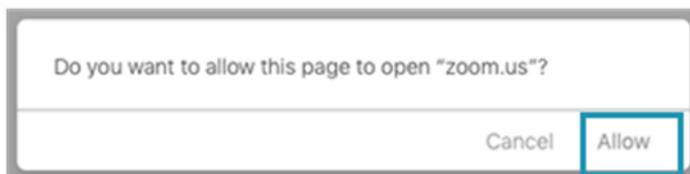
## Join the Zoom session

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 e-mail invitation. (This is a unique link for each visit).



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

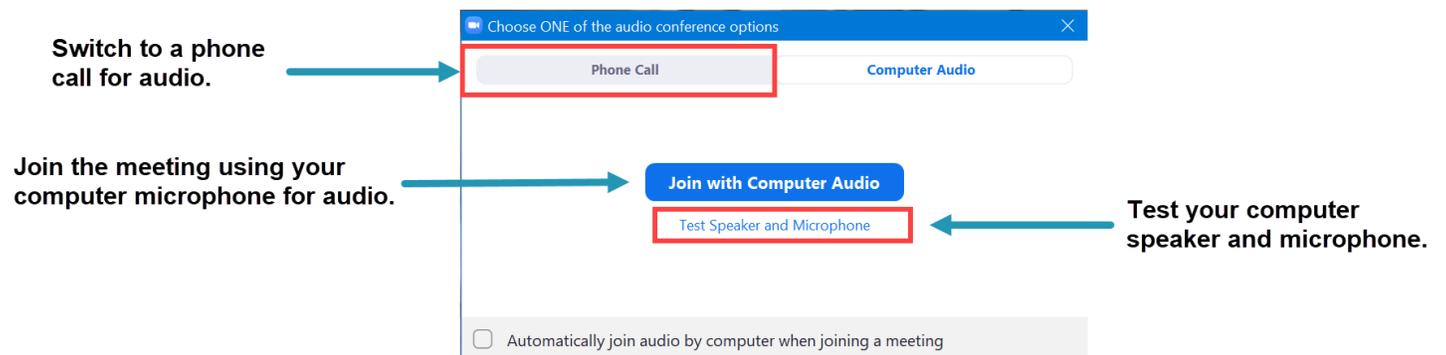


For Zoom technical support, call 1.888.799.5926.

### Desktop Computer:

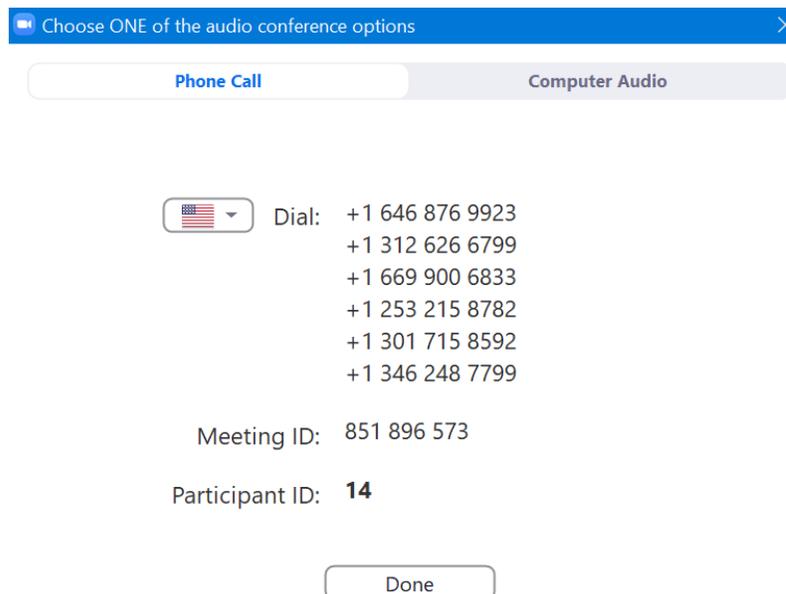
When joining the Zoom meeting from a desktop computer, you will be prompted to select whether you want to use **computer audio** (requires microphone) or connect to audio via a **phone call**.

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

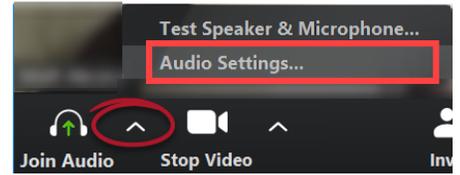


When selecting the **Phone Call** tab, a list of phone numbers will appear. To connect to the video visit, call any of these numbers, then enter the **Meeting ID** and **Participant ID** (these are unique for every meeting).

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

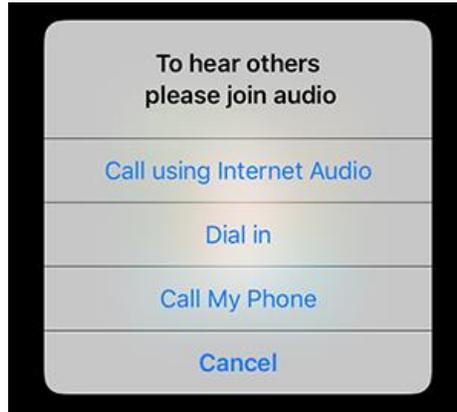


If the audio quality is poor, try switching between computer and phone audio. To change audio settings during the meeting, click the up arrow next to **Join Audio** at the lower left, then select **Audio Settings**.



### 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.





## 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**