

# Equality Care Center Virtual Care Program: Telehealth Toolkit

## Patient Guide for Telehealth

### VIRTUAL VISIT AT HOME:

You will receive an email or message from your doctor's office giving you details of your upcoming Virtual Visit. This email will contain an important Meeting Link and Meeting ID.

### TO PREPARE FOR YOUR FIRST VIRTUAL VISIT:

#### IF YOU ARE USING A SMARTPHONE:

1. Download the **Zoom Cloud Meetings** app in Google Play or Apple Store.
2. Click or Copy on the **Meeting Link** from your email.
3. Your meeting will begin when the provider starts the meeting.

#### Or

1. Download the **Zoom Cloud Meetings** app in Google Play or Apple Store.
2. Click **Join a Meeting**
3. Type in **Meeting ID** (reference your email from your practice)
4. Add your Name
5. Click **Join** at your appointment time.

#### IF YOU ARE USING A DESKTOP OR LAPTOP:

1. Make sure you have a webcam and mic/speakers for audio.
2. Click on the Meeting Link from your email to get Zoom started.
3. You will be asked to **open zoom.us** and download on your computer.
4. If the provider has not started the meeting, 'Waiting for host to start this meeting' will display.

5. Once the meeting is started, you will be in the virtual waiting room; 'Please wait, the meeting host will let you in soon.' will display.
6. You will be asked to 'Join with Computer Audio'.
7. If you do not have audio, click 'Phone Call' and your Dial-in Number will be provided.
8. Click **Start Video**, if you have not already done so.
9. If not, 'The host has asked you to start the video' will display.
10. Your virtual visit begins!

#### FOR ADDITIONAL SUPPORT AND VIDEOS:

- <https://support.zoom.us/hc/en-us/categories/200101697>
- iPhone help: <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>
- Android help: <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>
- PC or Mac help: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>
- For more help with Zoom: [www.bit.ly/zoomvisit](http://www.bit.ly/zoomvisit)



**We are here to assist you!**