



Zoom Virtual Visit Patient Manual

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Introduction

Moving clinic visits online.

Our clinic has reduced the number of face-to-face visits to help reduce the spread of coronavirus and to follow physical distancing. To continue safely caring for patients, we are offering virtual visits by phone and by video when needed using Zoom videoconferencing.

This user manual is an introduction to the Zoom software. It outlines recommendations for making your virtual clinic experience easy, engaging and effective.



For more information www.zoom.us

Equipment

Recommended Devices

We recommend joining your virtual clinic visit using a desktop or laptop computer, but you can also use a Smartphone or tablet. If you do not have access to one of these devices, Zoom also lets you call in by phone. Instructions on how to call in by phone will also be provided in your email invitation.



Desktop / Laptop Computer, Smartphone or Tablet

One of these devices is needed to participate in a Zoom virtual clinic visit.



Webcam

To receive the best peer-to-peer experience, it is recommended you use a webcam.



Headset / Microphone

These devices will greatly limit feedback and audio disruptions.



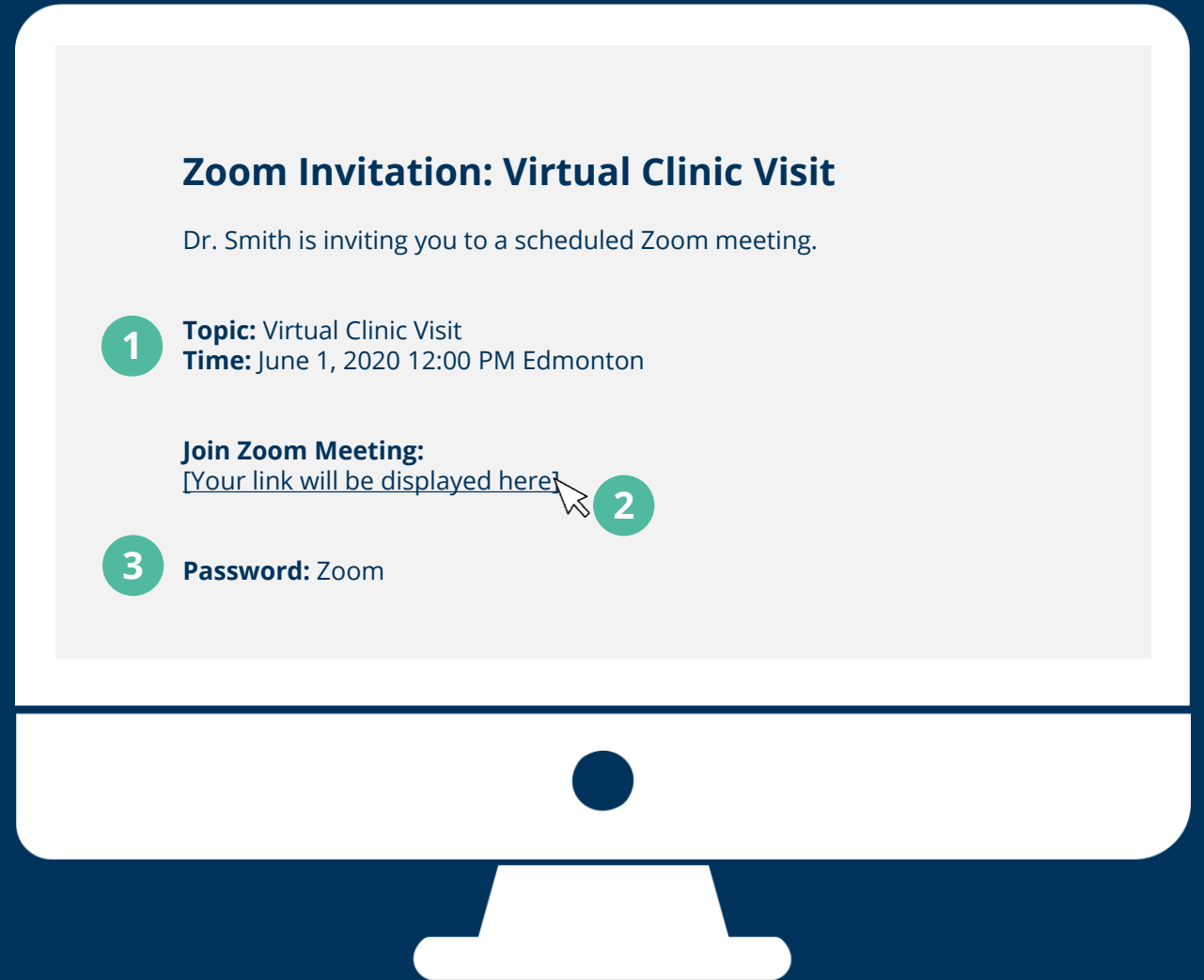
Quiet Room

When private information is being shared, it is important to sign in from a secure location.

Virtual Clinic Visit Invitations

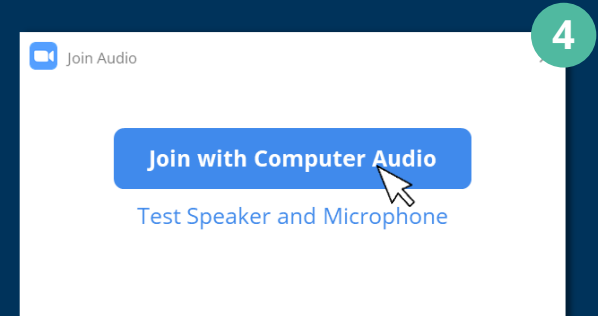
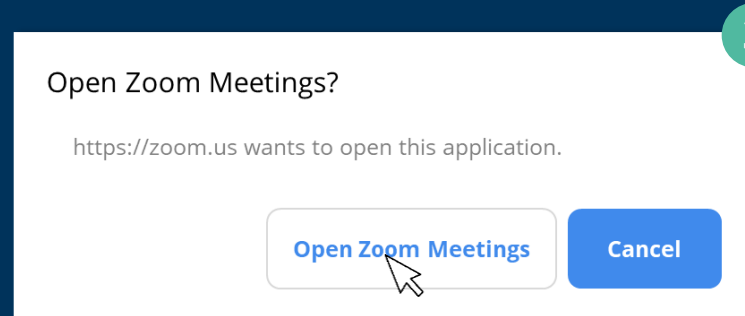
Before each virtual clinic visit, you will receive an email invitation. This invitation will include visit details (date, time, etc.) and instructions on how to join.

- 1 Be sure to check the date and time of your virtual clinic visit.
- 2 Simply click the link to join.
- 3 If your clinic visit is password protected, the password will be provided in the email invitation.



How to Install Zoom: Desktop / Laptop

- 1 Open your email and click the virtual clinic visit invitation link that was emailed to you.
- 2 A Zoom software package will begin installing on your computer. To open it, follow the instructions on your screen. **NOTE:** This installation process will look different across different devices.
- 3 Once Zoom has been installed, you will be asked if you would like to Open Zoom Meetings. Click **Open Zoom Meetings**.
- 4 Click **Join with Computer Audio**. You will now be let into the virtual meeting space.



Note:

The first time you join a Zoom meeting, a software package will automatically be installed on your computer. You will only need to install Zoom once. Following meetings will not require this step.

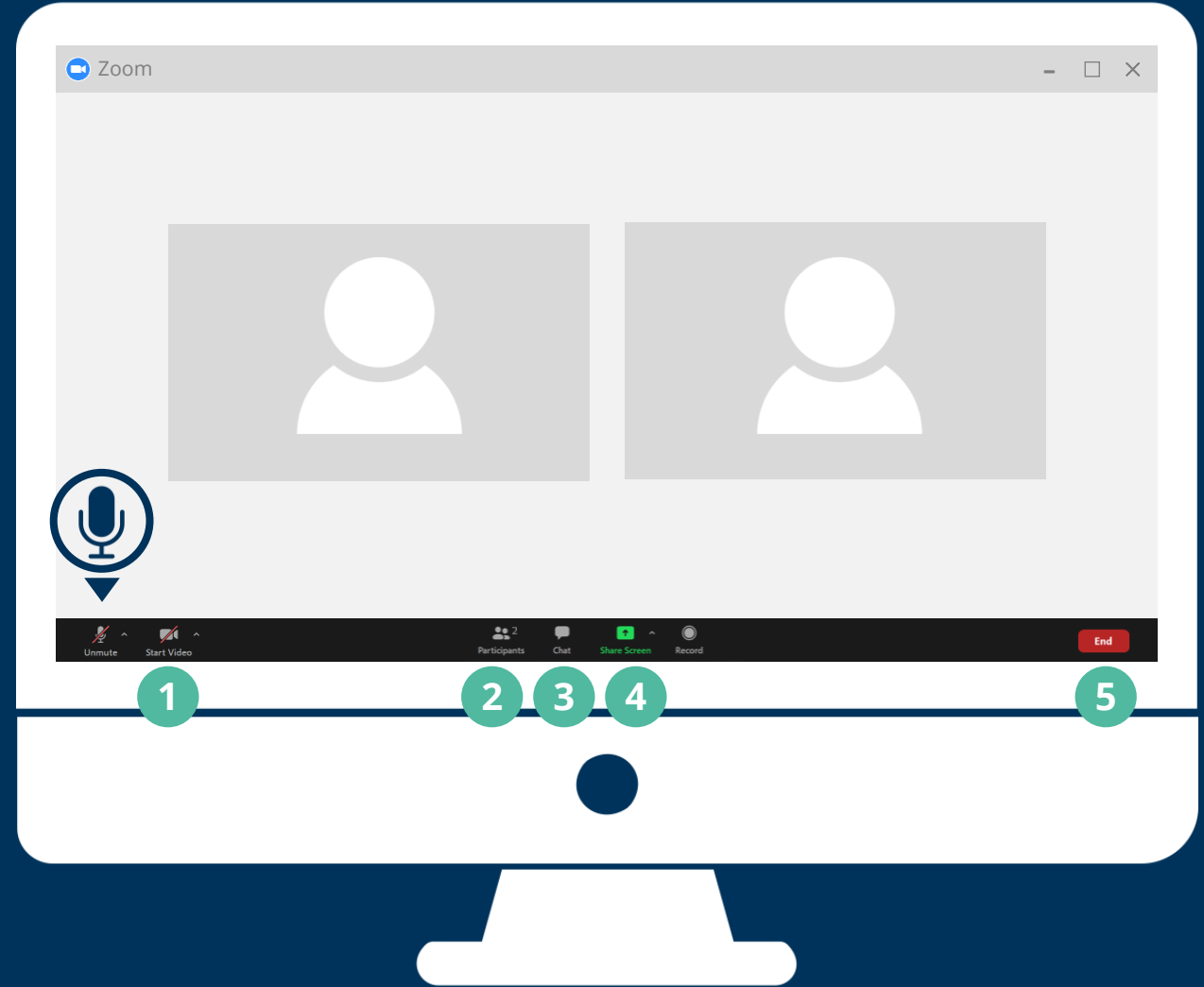
Basic Functions: Desktop / Laptop

- 1 Turn video on / off
- 2 View all participants in your virtual clinic visit
- 3 Access the Chat function
- 4 Share your screen
- 5 Leave your virtual clinic visit



Audio

It is important to find a quiet space before joining your virtual clinic visit. If there is background noise, you may want to mute your mic when you're not speaking.



How to Install Zoom: Smartphone / Tablet

- 1** Download the **Zoom Cloud Meetings** app. If you have an iOS device, you can download the app from the **Apple App Store**. If you have an Android device, you can download the app from the **Google Play Store**.
- 2** Open your email and click the virtual clinic visit invitation link that was emailed to you. Your meeting will open in the Zoom Cloud Meetings app.
- 3** Enter your name and press **Continue**. You will now be let into the virtual meeting space.

Note:

Select yes if asked to access your microphone. You will need audio to speak with a physician during your virtual clinic visit. You may also be asked whether Zoom Cloud Meetings can send you notifications. This decision is up to you; selecting no will not affect your virtual clinic visit.



Zoom Cloud Meetings



Email

A white rounded rectangle dialog box with a green circle containing the number '3' in the top-left corner. The text 'Please enter your name' is centered at the top. Below it is a text input field containing the placeholder text 'Your Name Here'. At the bottom, there are two buttons: 'Cancel' on the left and 'Continue' on the right. A mouse cursor is pointing at the 'Continue' button.

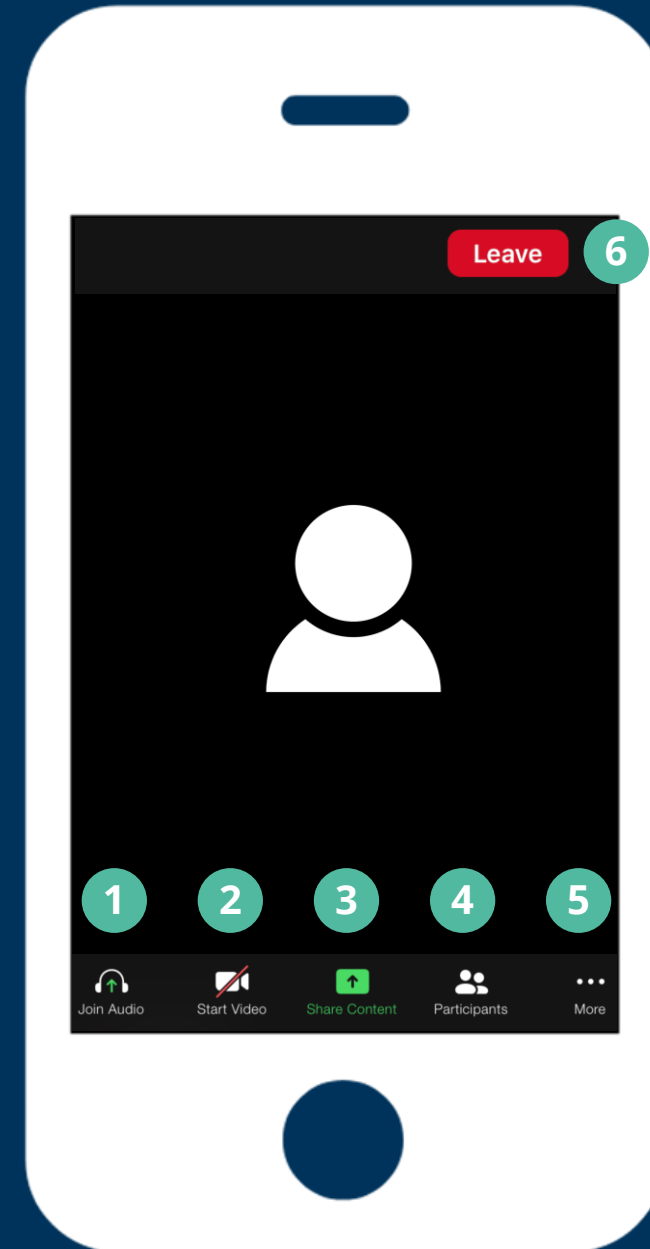
Please enter your name

Cancel Continue

Basic Functions: Smartphone / Tablet

We recommend joining your virtual clinic visit using a desktop or laptop computer, but if you do not have access to one of these devices, you can also use a Smartphone or tablet.

- 1 Turn audio on / off
- 2 Turn video on / off
- 3 Share your screen
- 4 View all participants in your virtual clinic visit
- 5 Access the Chat function
- 6 Leave your virtual clinic visit



Privacy

Note:

Zoom offers end-to-end encryption as an extra layer of application security. Meetings are encrypted at the application layer using TLS 1.2 with Advanced Encryption Standard (AES) 256-bit algorithm. You will see a green lock icon at the top left corner of your screen confirming an encrypted connection.



Session Recordings

Your Zoom virtual clinic visit will not be recorded by our clinic.



Privacy Protection

Your physician cannot control potential onlookers around you. Because private information might be shared, it is important to find a private space before you sign in for your virtual clinic visit.



Secure Connection

Zoom software offers a secure connection, so you and your physician can discuss personal information in a safe space.

Before Your Visit

1

Before your virtual clinic visit, you can test Zoom on your device by following the **Test Call Link**.

Once connected, you can explore the Zoom video call settings. The test call will look the same as your virtual clinic visit.

Note:

If this is your first time using Zoom, you will need to follow one of the download instructions on page 6 or 8 of this document before being connected to the test call.

1

Test Call Link <https://zoom.us/test>