

Telehealth Patient Guide

Thank you for joining us for your video appointment! Your well-being is our first priority and we are excited to offer you the highest level of care through telehealth. If you have questions, please call your clinic.

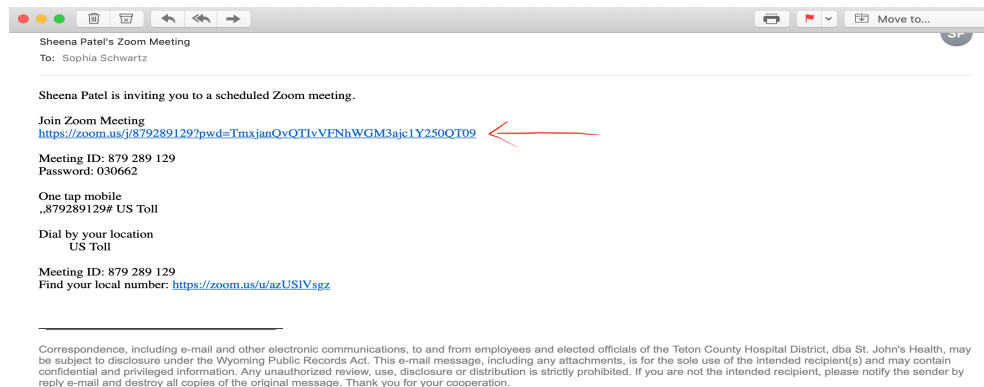
Appointment

Just like in the clinic, you are scheduled with a 1-on-1 appointment with your provider to allow you to continue your treatment and plan of care remotely and safely during this time. We kindly ask that you log-in to your appointment 15 minutes before the scheduled time. If you need to reschedule or cancel your video Telehealth appointment, please call your clinic as soon as possible.

Connecting to your appointment online

We are using an online, secure, HIPAA compliant video platform called “Zoom” (www.zoom.us).

You can connect to Zoom using a smartphone, tablet or laptop computer that has a microphone, speaker, and camera. You will also need a high speed internet connection. The platform is secure, free to use and download.



Your clinic representative will send you a link via the email address you provided. This link will connect you to your video appointment. Even if you have an existing zoom account, your provider must host the meeting to ensure HIPAA compliance. Please check your email and also your spam folder, just to confirm you received the email from SJH, and call us if you did not receive a link, before your appointment.

Below are detailed instructions on how to connect via computer or smartphone/tablet.



Again, thank you for taking advantage of this service! If you experience any difficulties in the initial set up, please reach out, we are here for you!

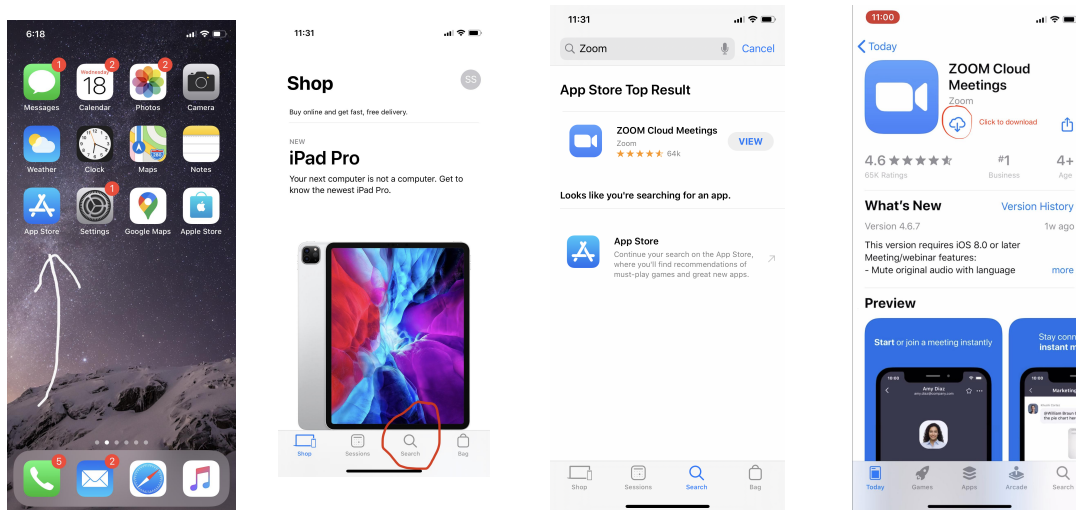
Thank you,

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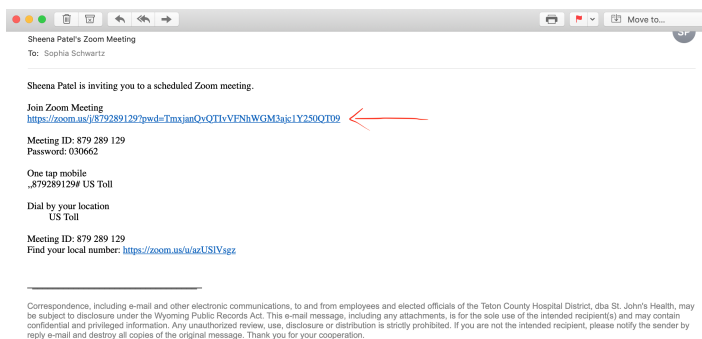
If you are using your smartphone or your tablet: 3 Easy Steps to Success!

Click here for a video of how to connect for both iPhone and Android:
<https://www.youtube.com/watch?v=GEQLjLYhuJQ&t=63s>

1. Please go to the Apple Store  or Google Store  from your phone, and Download

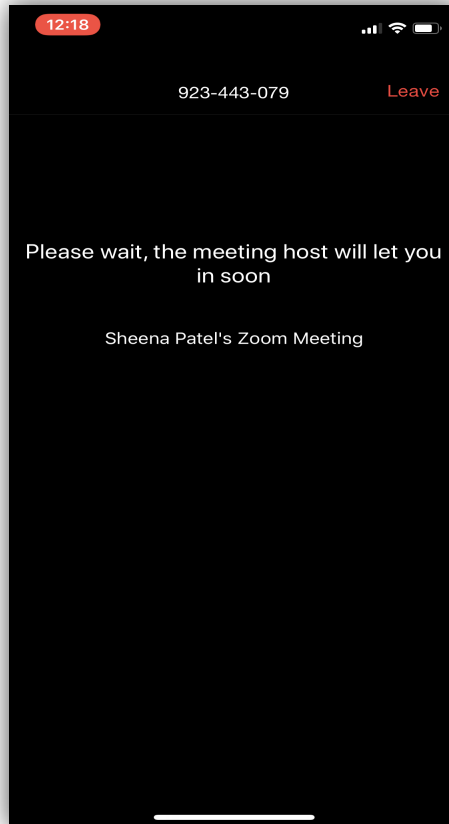
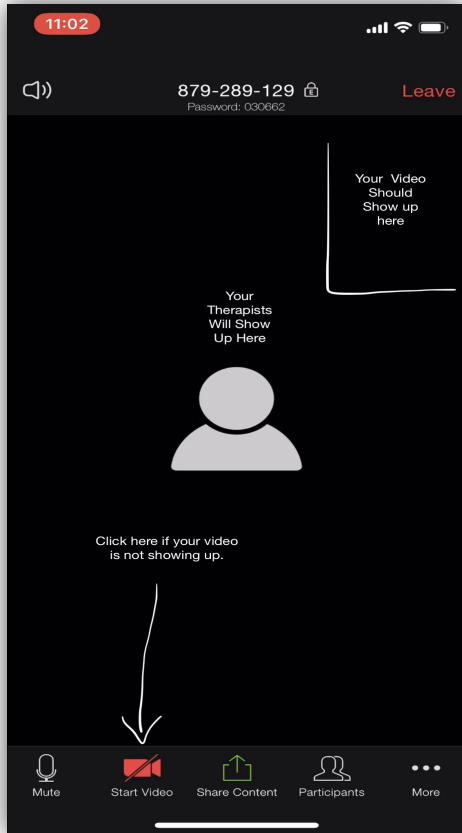


You may need your Apple ID and Password to download the App from the Appstore. Once the Zoom App is installed, you can open the e-mail you received from SJH and click the link to join the Zoom meeting. It will automatically open in the app.



2. You will be asked to enter your name then click “continue”
3. Zoom will ask your permission for several things:
 - a. ACCESS THE MICROPHONE: **MUST** choose “**Allow**”
 - b. “To hear others please join audio”: **MUST** choose “**Call using Internet Audio**”
 - c. ACCESS THE CAMERA: **MUST** choose “**Allow**”

If your picture does not show up in the upper right corner, you need to click the start video button in the bottom panel.



Zoom offers a waiting room system so you can log-in before your nurse to be on time for your appointment. You might see the waiting room screen, and then your nurse will admit you to join the

call!

That's it! You are ready to have your first Telehealth appointment. If you are unable to connect, please contact your Clinic Representative to help trouble shoot the problem.

If you are using your Computer: 4 Easy Steps!

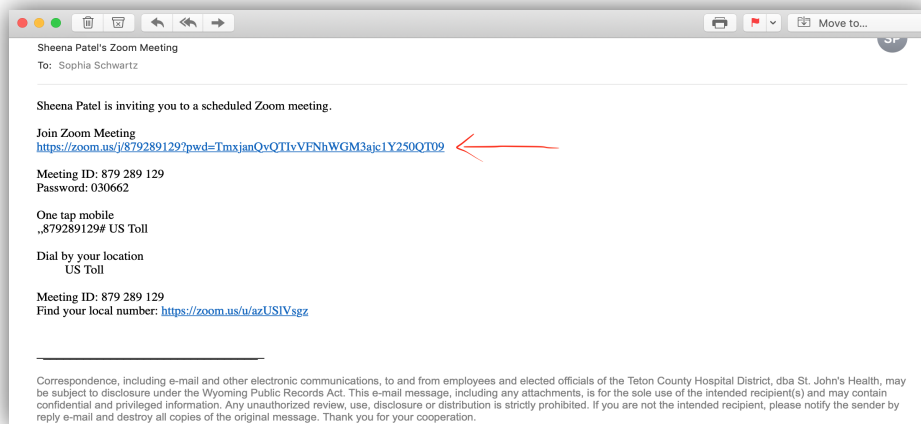
You will need a high speed internet connection and laptop computer with a Webcam, Microphone and Speaker.

[Video of how to connect via Zoom:](#)

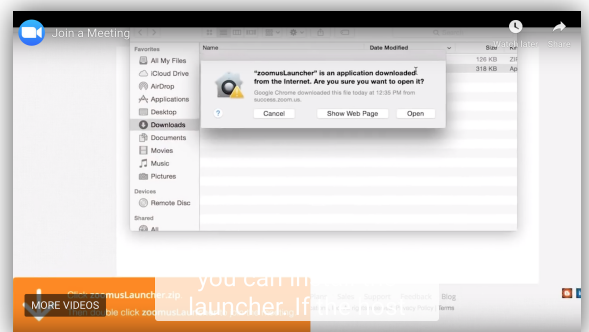
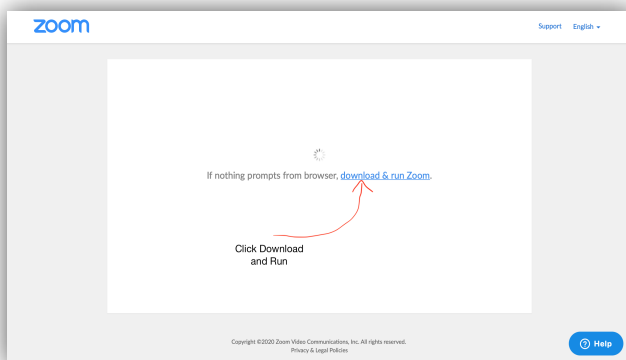
https://www.youtube.com/embed/vFhAEoCF7jg?rel=0&autoplay=1&cc_load_policy=1

Instructions: * These photos are from a Mac. Your PC might look slightly different, but follows the same steps.

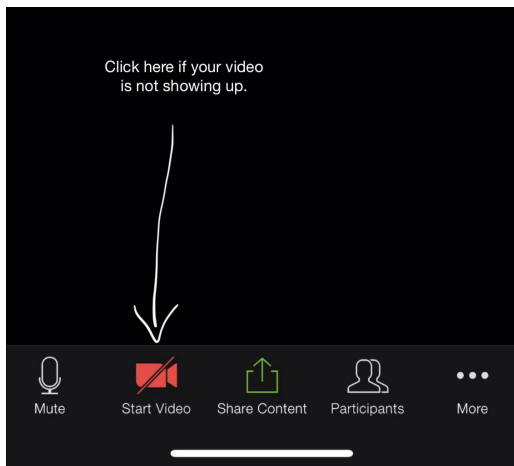
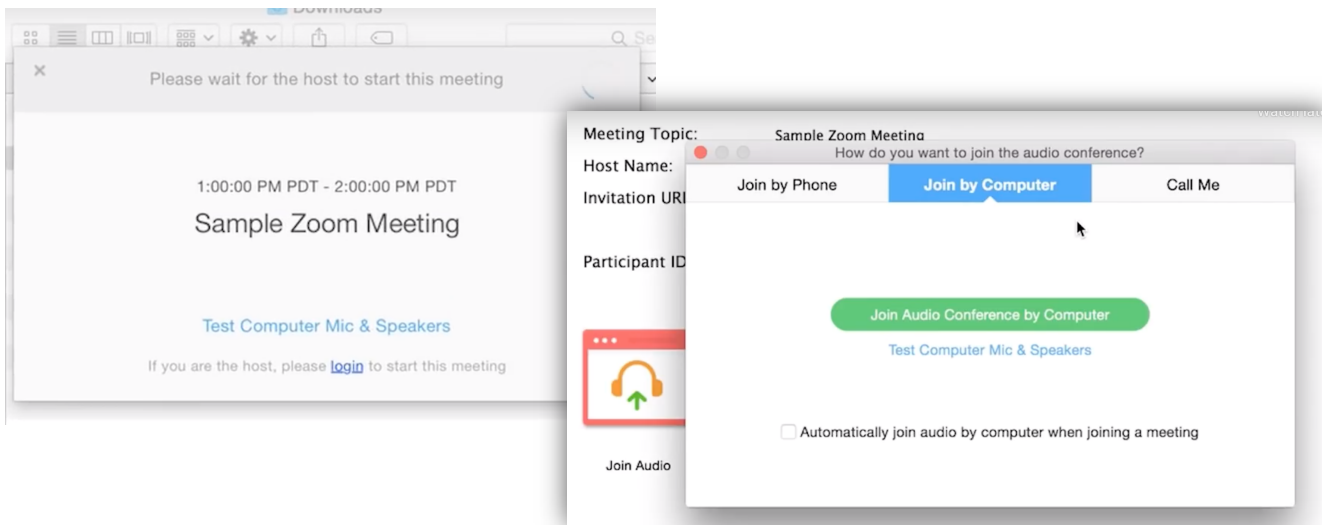
1. Click on the link that was sent in the email. This browser window will open up, and you will click the 'Run' button to install the Zoom connector



2. Click Download and Run Zoom. Then Click "Open" when prompted...



3. You will then enter the waiting room for your call! When your nurse joins the appointment, you will be prompted to join “Audio Conferencing by Computer.” Please click that option.



4. To add video, please click the start video in the bottom right side of your screen.

That's it! You are ready to have your first Telehealth appointment. If you are unable to connect, please contact your Clinic to help troubleshoot the problem.