

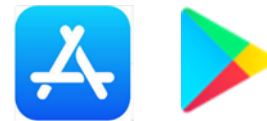
Zoom Video Visits

Preparing and Joining on Your Smartphone or Tablet

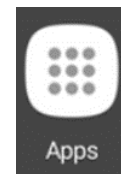
Downloading and Installing Zoom

If planning to use your smartphone or tablet for your video visit, you'll need to install Zoom. Here's how you do it:

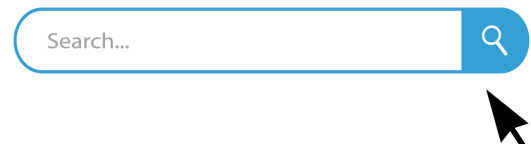
1. Find the Apple Store icon (for iPhones) or the Google Play icon (for Android phones) and tap it. Proceed to step 2.



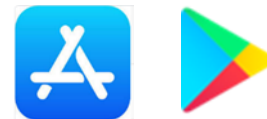
If you don't see one of the above icons on your home screen, find the "Apps" icon and tap it:



Browse your apps for the Apple Store or Google Play OR type the name of your app at the top of the page and tap the magnifying glass to find it.

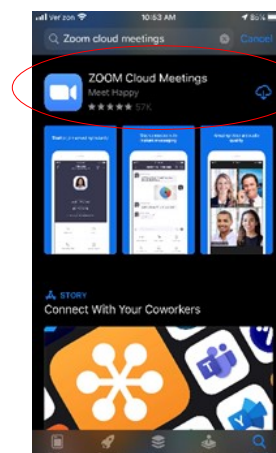


Once it appears, tap on your icon for the Apple Store (for iPhones) or Google Play (for Android phones).

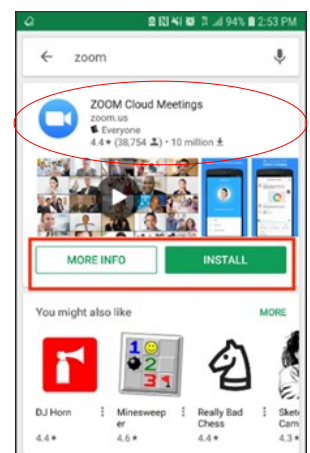


2. Once you've opened the Apple Store or Google Play, type in "Zoom" next to the magnifying glass. It will look like this: **ZOOM Cloud Meetings**.

APPLE



ANDRIOD



3. Download the free Zoom app by tapping the **GET** button (Apple) or the green **INSTALL** button (Android).

If Zoom was installed on other Apple devices you will see the “cloud” icon. Click to download.

APPLE

GET



ANDRIOD

INSTALL

4. After the download is complete, find the Zoom app on your device, whether on the home screen or in your apps, and tap it to open Zoom.

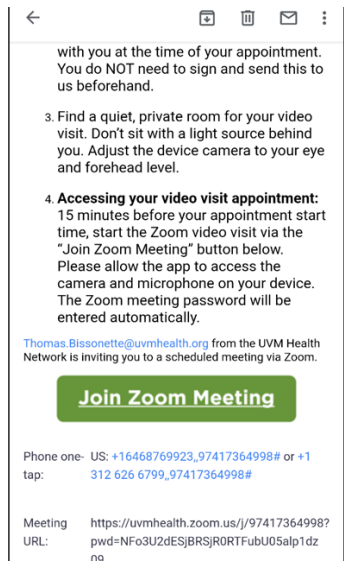


On the day of your appointment follow the instructions below for joining your Zoom video visit.

SMARTPHONE OR TABLET: Joining Your Zoom Video Visit

1. Open your email app on your device and find the appointment email from your UVM Health Network provider with the Zoom video visit information. iPhone email example is shown. Android email layout may look different.

Note: Some email programs may delete the meeting invitation email if you accept it. If you cannot locate the email, check your email application's calendar on your phone or tablet to see if the appointment is saved there or contact the Patient Technology Helpline at (802) 847-1830.

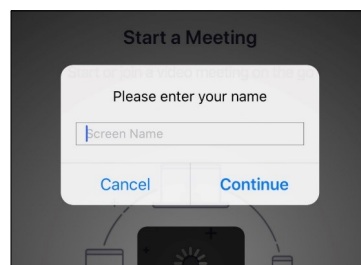


2. In the appointment email, click the meeting URL link or Join Zoom Meeting button.

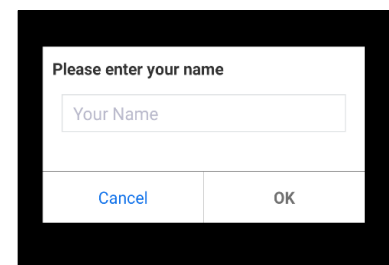
3. You may get a message “Waiting for the host to start this meeting.” Think of this as the virtual waiting room.

4. When the Zoom app launches it will prompt you to enter your name. Type your name and select “Continue” or “OK.”

iPhone

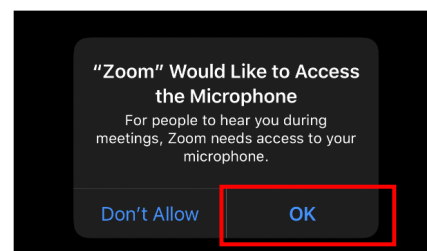


Android



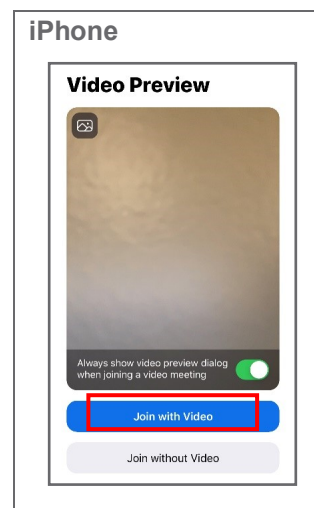
5. **iPhone only:** If you have not used Zoom before, you will be prompted to give Zoom permission to access the camera. Select “OK.”

iPhone

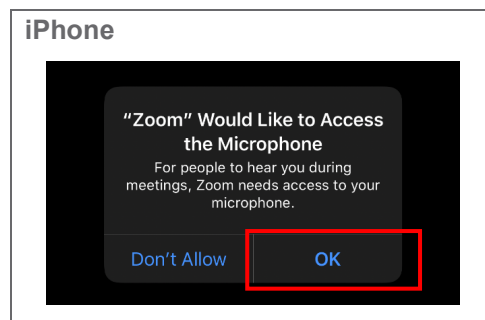


SMARTPHONE OR TABLET: Joining Your Zoom Video Visit, Continued

6. **iPhone only:** A Video Preview screen will display.
Select “Join with Video.”

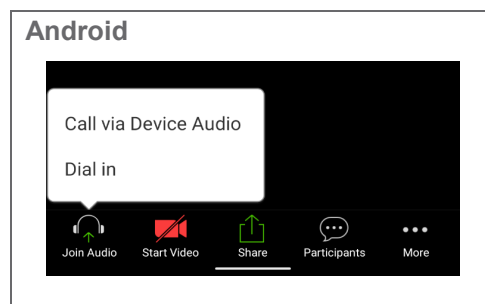
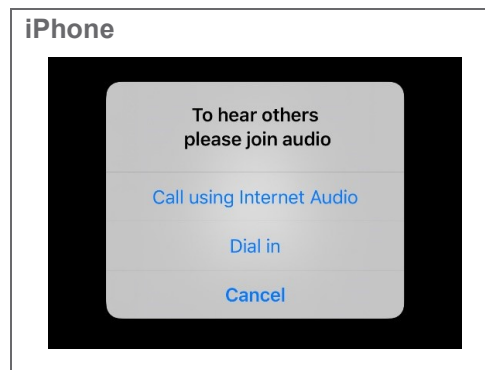


7. **iPhone only:** If you have not used Zoom before, you will be prompted to give Zoom permission to access the microphone. Select OK.



8. After you choose “Join with Video”, an audio option will pop up. Select “Call using Internet Audio” (Apple) or “Call via Device Audio” (Android).

You should now be in your video appointment.
Your provider will appear on the screen when they join the appointment with their device.



TIPS FOR YOUR VIDEO VISIT

The following tips will help you get ready for your visit and make the most of your visit time.

BEFORE YOUR VISIT

- Test your device or computer 24 hours before your appointment. Contact the Patient Technology Helpline at **(802) 847-1830** if you have any questions.
- If this is your first video visit, a member of our Patient Technology Support Team may attempt to contact you to confirm your Zoom setup and test your connection.
- Computers need to be connected to the internet. Smartphones and tablets require Wi-Fi or a strong cellular signal.
- Sit in a well-lit, quiet and private space with no distractions.
- Adjust the camera to your forehead level so your provider can see your face.
- The light source should be directed toward your face. Do not sit with a window behind you.
- Wear clothing that will allow you to easily show your provider areas of concern on your body.
- Your provider may contact you before your visit with specific instructions.

DURING YOUR VISIT

- Maintain eye contact.
- Speak clearly with normal tone and volume.
- If you have problems hearing or seeing the provider, let them know.

SUPPORT

Our patient support staff are available to help you if you have any technical difficulties, even while trying to connect during your appointment. Call our Patient Technology Helpline at **(802) 847-1830**.

SECURITY PROTECTIONS ARE IN PLACE

Our patients are at the center of everything we do and maintaining their privacy and data security is very important to us.

The UVM Health Network's cybersecurity experts have implemented this telehealth service, which is HIPAA compliant, and provides encryption for all meeting data and chat messages. We also have all necessary systems in place to protect patient information. This team works constantly to review security threats to all our IT programs, including Zoom, and is able to immediately respond to any issues that arise.

To further ensure privacy and security, we have taken the extra step of requiring a pass code for all Zoom video visits. There is nothing you need to do on your end. The encrypted passcode is embedded within the link to your appointment. The appointment will be private and secure.

MORE QUESTIONS?

Visit **UVMHealth.org/VideoVisits** to view the how-to video and find the full list of FAQs.