

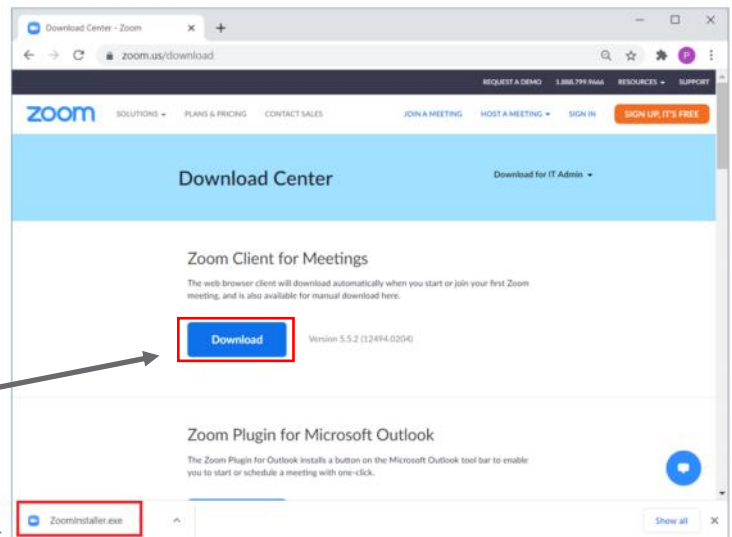
Zoom Video Visits

Preparing and Joining on Your Computer

Downloading and Installing Zoom

Installing Zoom will provide the best experience, but you will be given the option to join from your web browser. Setup may vary, so feel free to call our Patient Technology Helpline at (802) 847-1830 if you need assistance.

1. In your browser go to
<https://zoom.us/download>
2. The “Download Center” screen will appear
3. Select the “Zoom Client for Meetings” and **Download** by clicking the blue button
4. Once downloaded, select **ZoomInstaller.exe**
5. Or, if the following screen appears, click **Run**



Downloading and Installing Zoom, Continued

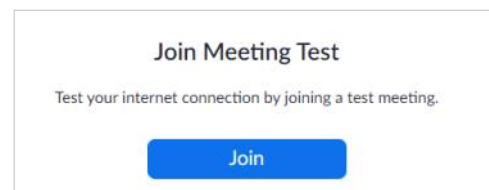
6. The screen below will appear. There is no need to “Join a Meeting” or “Sign In” at this time so close this window by clicking on the “X” on the top right.



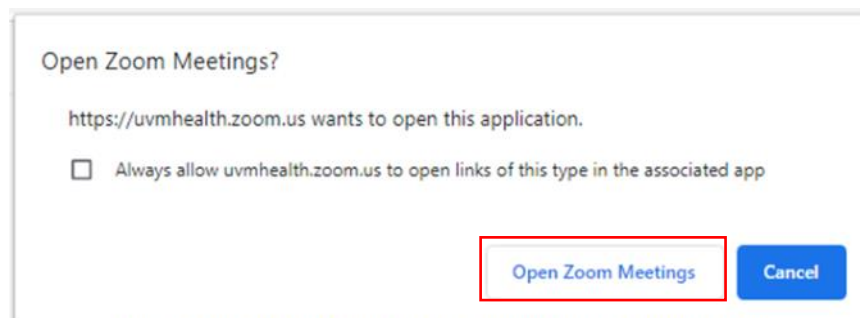
RECOMMENDED

7. If you are interested in testing Zoom before your first visit, go to <https://zoom.us/test>

8. Click **Join** in the “Join Meeting Test” window.



9. In the “Open Zoom Meetings?” pop up window click **Open Zoom Meetings** to launch the Zoom Meeting.

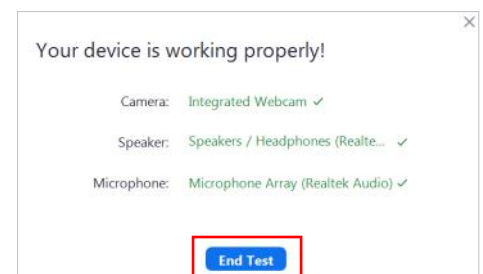


10. Click **Test Speaker and Microphone**. Then follow the prompts in the left corner to test your camera, speaker and microphone.

If you click “No” on any test, try the next speaker (or microphone) until the test passes.

11. Once you’ve completed your test, click **End Test**.

12. ***You are setup for your first Zoom video visit!***



Joining Your Zoom Video Visit

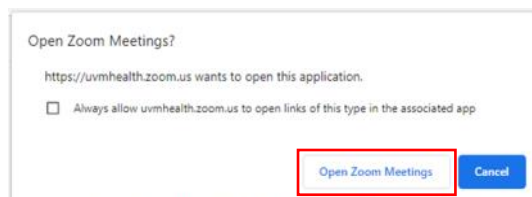
Once Zoom has been installed and tested on your computer you are ready for your video visit. You will be given the option to join from your browser, but the Zoom application will provide the best experience.

1. Open your email and/or calendar and locate the appointment email sent to you by your UVM Health Network provider. It will include your secure Zoom video visit information.

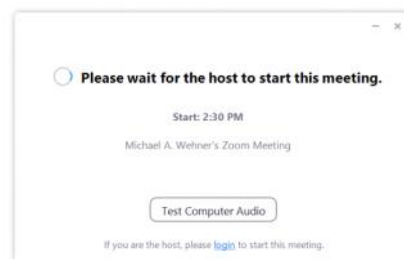
NOTE: Some email programs may delete the meeting invitation once you accept it. If you cannot locate the appointment email, check the calendar within your email program or phone to see if the appointment is saved there. If you need help, contact the Patient Technology Helpline at (802) 847-1830.

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

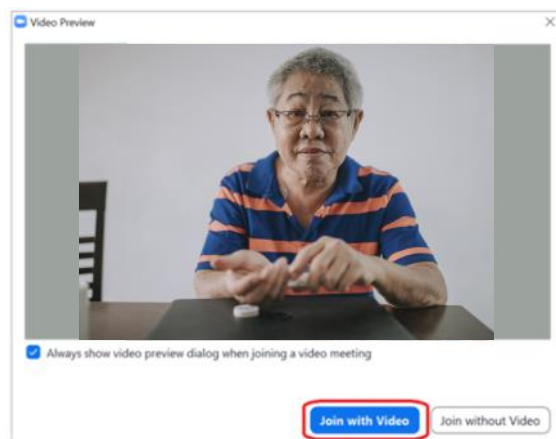
3. Wait for an “Open Zoom Meetings?” pop up to appear, select **Open Zoom Meetings**.



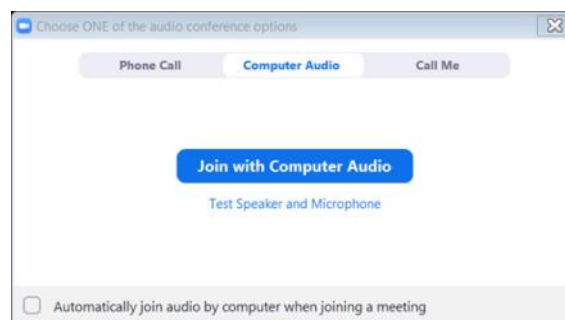
4. You may be placed in a waiting room until your provider is available.



5. You will see yourself in a “Video Preview” screen. Click **Join with Video**.



6. You will be given camera and audio options. Click **Join with Computer Audio**.



7. ***You are ready to start your video visit!***

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 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.
- 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.