

## **Your Telemedicine Visit**

*What a telemedicine visit is, how it works, and how to set up your device*

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*During a telemedicine visit, you and your provider can see each other on your computer, tablet, or smartphone.*

## About Telemedicine Visits

A telemedicine visit is a way to get the healthcare you need when you cannot come to the clinic to see your provider. UW Medicine telemedicine visits use a video service called Zoom.

## About Zoom

Zoom allows you to see and talk with someone at a distance. It works on a computer, tablet, or smartphone.

Zoom is free to use. You do not need to create an account.

## Your Safety and Privacy

Your telemedicine visit will be safe, private, and secure. Your photo and voice will not be recorded or stored. All your information is protected, just as if you were meeting with your healthcare provider in the clinic. Zoom complies with the Health Insurance Portability and Accountability Act (HIPAA), which protects your health privacy.

## How to Prepare for Your Telemedicine Visit

- Before your first telemedicine visit, set up Zoom on your device.
- You need to have:
  - A computer, tablet, or smartphone with a camera that faces you, so that your provider can see you
  - An internet connection
- If you want to check your internet connection, visit [zoom.us/test](https://zoom.us/test) to join a test meeting.

## If You Have Questions

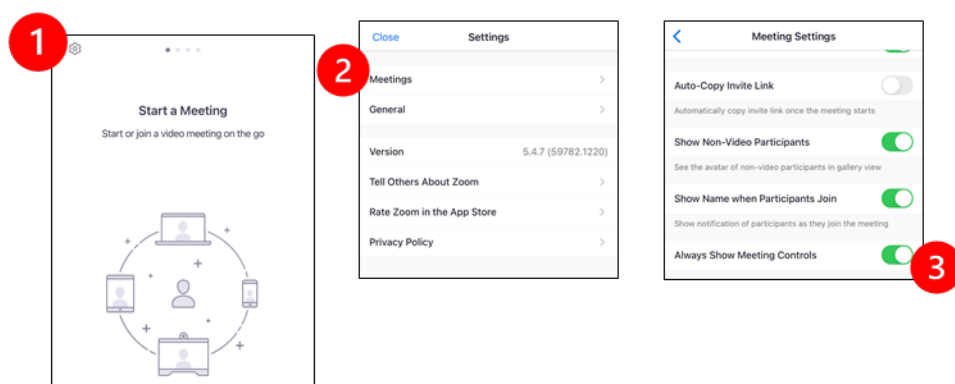
- If you need help setting up Zoom, call our service desk at **206.520.5100**.
- To learn more about Telemedicine at UW Medicine, please visit our website: [www.uwmedicine.org/virtual-care](http://www.uwmedicine.org/virtual-care)

# Using a Smartphone or Tablet for Your Visit

## Before Your First Telemedicine Visit

### Step 1: Download the Zoom app.

- Download the Zoom Cloud Meeting app from the Apple App Store or on Google Play. (Upgrade if prompted.) If you use the same device for future visits, you should not have to repeat this step. If you use a different device, you will need to do the set-up again.
- If you want to see the Zoom meeting control toolbar at all times:
  1. Click on the settings icon (gear).
  2. Click on “Meetings.”
  3. Turn on “Always show meeting controls.”



## Before Your Provider Joins the Meeting

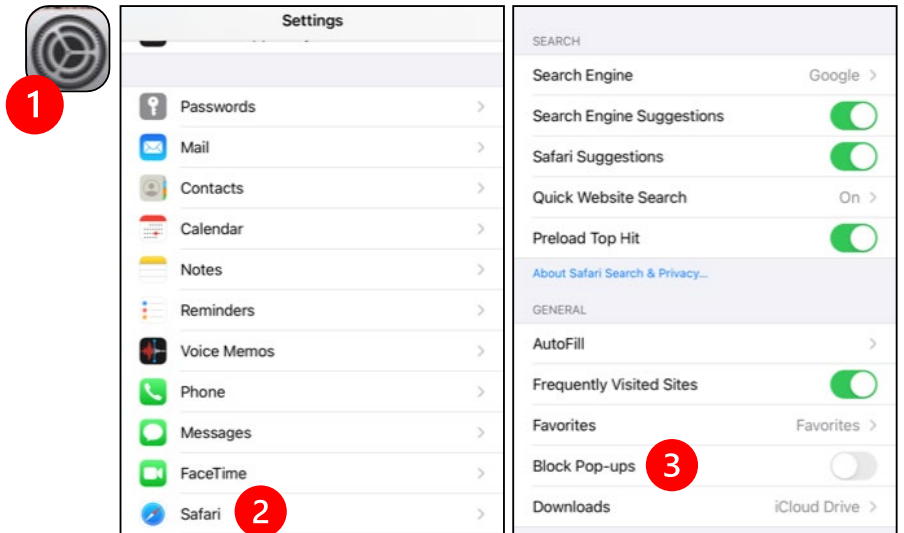
### Step 2: Create a quiet space for your visit.

- Give yourself at least 15 minutes to set up and get connected.
- Make sure your device is plugged in or fully charged.
- Sit in a quiet space with good lighting.
- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.

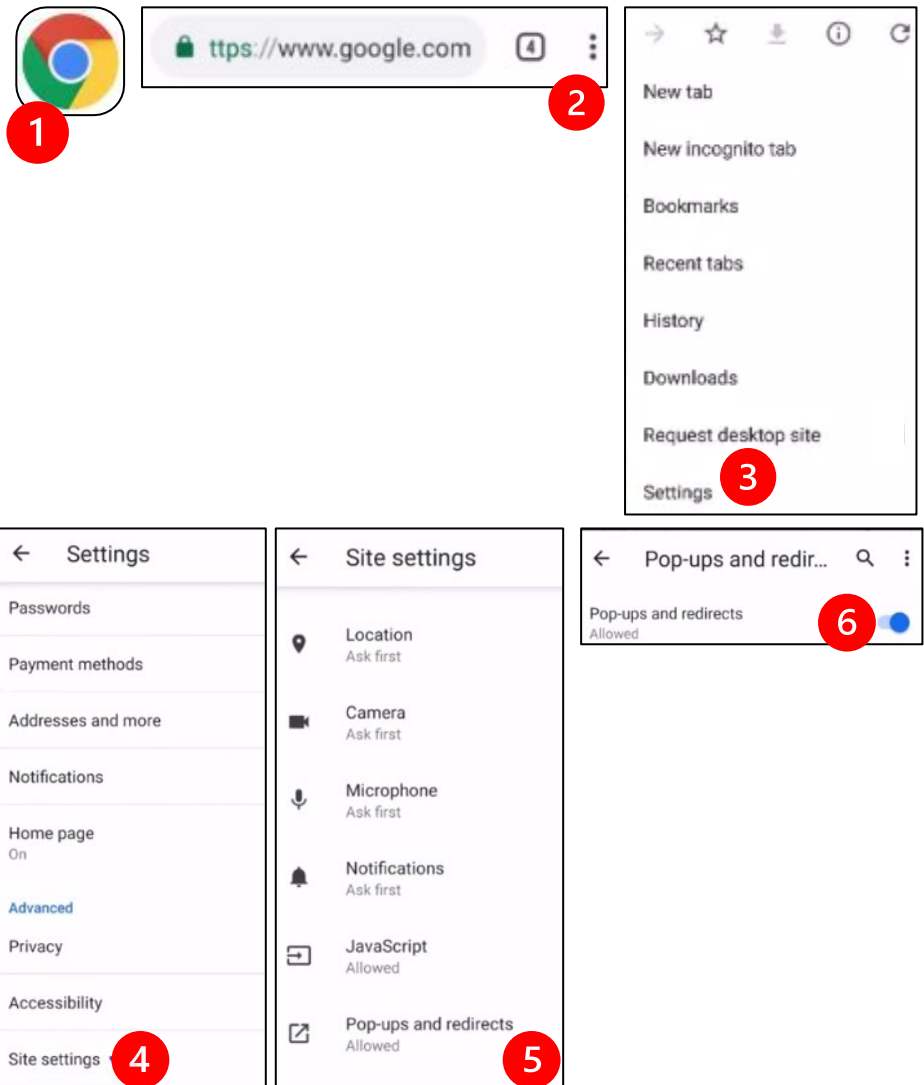
### Step 3: Start Zoom.

#### A. If you have MyChart

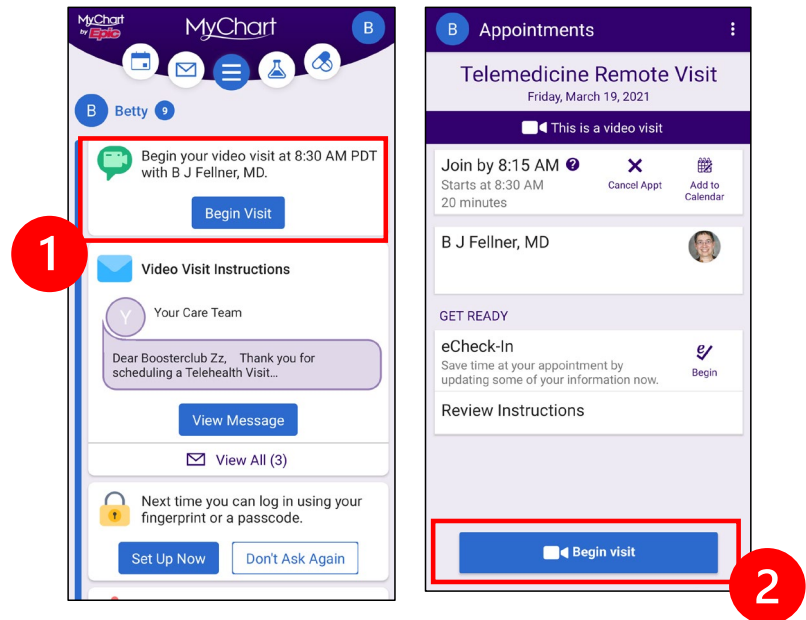
- For iPhone or iPad, disable pop-up blockers:
  1. Click on “Settings”
  2. Click on “Safari”
  3. Turn off “Block Pop-ups”



- For Android, disable pop-up blockers:
  1. Click on “Chrome”
  2. Click on the 3 vertical dots at the top right
  3. Click “Settings”
  4. Click “Site Settings”
  5. Click “Pop-ups and redirect”
  6. Turn on “Pop-ups and redirect”



- Go to the MyChart App and log in. Upgrade MyChart if prompted.
  1. Select the option to “Begin your video visit.”
  2. Select “Begin Visit.” This will start Zoom.



- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a “Waiting Room” while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

**B. If You Do NOT Have MyChart**

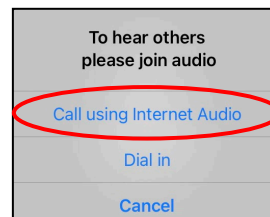
- Before your visit, we will send you a text with a link to your phone.
- Follow the link to get to the Zoom website.
- Choose to use Zoom Cloud app to open the link (if prompted).
- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a “Waiting Room” while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

## When Your Provider Joins the Meeting

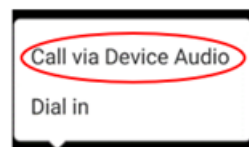
### Step 4: Connect the audio.

We advise using internet or device audio:

- For iPhone, choose “Call using Internet Audio”



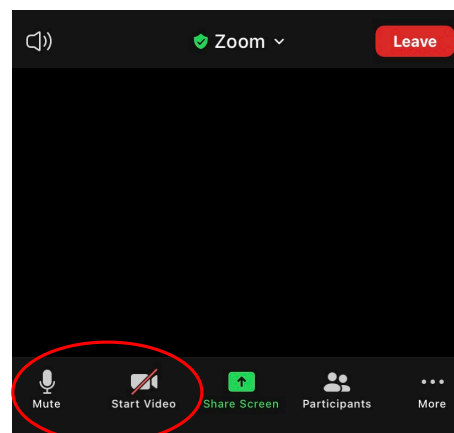
- For Android, choose “Call via Device Audio”



- If you choose “Dial in,” a list of numbers will appear. Pick a number to call. (You can use any of them.) Your smartphone or tablet will enter the meeting and participant ID for you.

### Step 5: Turn on the camera and microphone.

- You may need to tap your screen for the toolbar to appear.
- Make sure your microphone and speakers are NOT muted. You may need to click “Unmute” on the toolbar.
- Make sure your video is started. You may need to click “Start Video” on the toolbar.



*The symbols for “Mute” and “Start Video” are on the toolbar.*

## **Step 6: Start your telemedicine visit.**

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the number that you provided at the start of your session. If you are using a tablet, please keep your phone nearby in case this is needed.



# Using a Computer for Your Visit

These instructions are for patients with a MyChart account.

## **If you do not have a MyChart account:**

- Follow the instructions on page 3 under “Using a Smartphone or Tablet for Your Visit.”
- When you reach Step 3, follow instructions on page 6 under “B. If You Do NOT Have MyChart.”

## **Before Your First Telemedicine Visit**

### **Step 1: Download “Zoom Client for Meetings.”**

- Go to [zoom.us/download](https://zoom.us/download). Click on the “Download” button under “Zoom Client for Meetings.”
- Choose to run Zoom (if prompted).

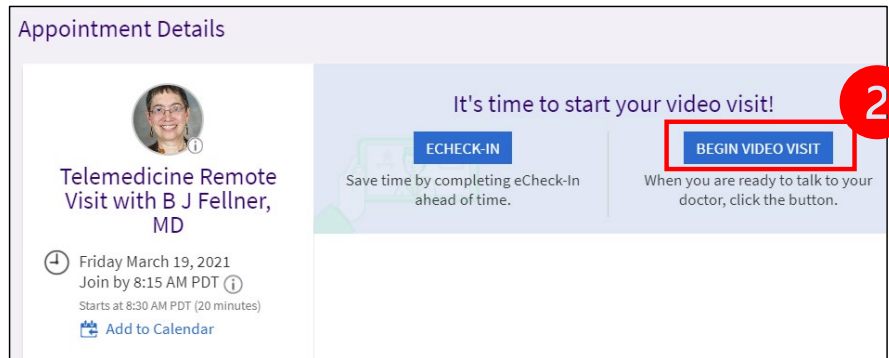
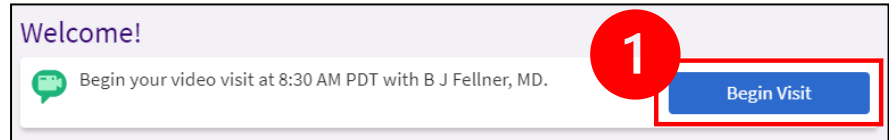
## **Before Your Provider Joins the Meeting**

### **Step 2: Create a quiet space for your telemedicine visit.**

- Give yourself at least 15 minutes to set up and get connected.
- Make sure your device is plugged in or fully charged.
- Sit in a quiet space with good lighting.
- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.

### Step 3: Starting Zoom (with MyChart)

- Go to *mychart.uwmedicine.org*.
- Log into MyChart.
  1. Select the option to “Begin your video visit.”
  2. Select “Begin Visit.” This will start Zoom.

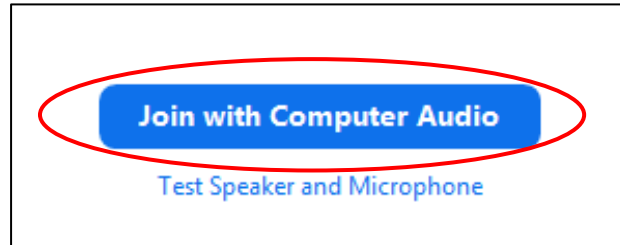


- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a “Waiting Room” while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

## When Your Provider Joins the Meeting

### Step 4: Connect the audio.

- We advise using your computer microphone and speaker for audio. Choose “Computer Audio” and click “Join with Computer Audio.”



- If you are using your phone for audio, choose “Phone Call,” and a list of numbers will appear:
  1. Pick any number from the “Dial” section to call.
  2. You will be asked to enter the meeting ID. Enter the number listed in the “Meeting ID” section, then press #.
  3. You will be asked to enter the participant ID. Enter the number listed in the “Participant ID” section, then press #. Or just press # to continue.



### Step 5: Turn on the camera and microphone.

- Click inside the Zoom window for the toolbar to appear.
- Make sure your microphone and speakers are NOT muted. You may need to click “Unmute” on the toolbar.
- Make sure your video is started. You may need to click “Start Video” on the toolbar.



*The symbols for “Mute and “Start Video” are on the Zoom toolbar.*

### Step 6: Start your telemedicine visit.

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the phone number you gave when you set up your telemedicine visit. Please keep your phone nearby in case this is needed.

### Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

- To learn more about telemedicine at UW Medicine, visit our website: [www.uwmedicine.org/virtual-care](http://www.uwmedicine.org/virtual-care)
- If you need help setting up Zoom, call our service desk at **206.520.5100.**