

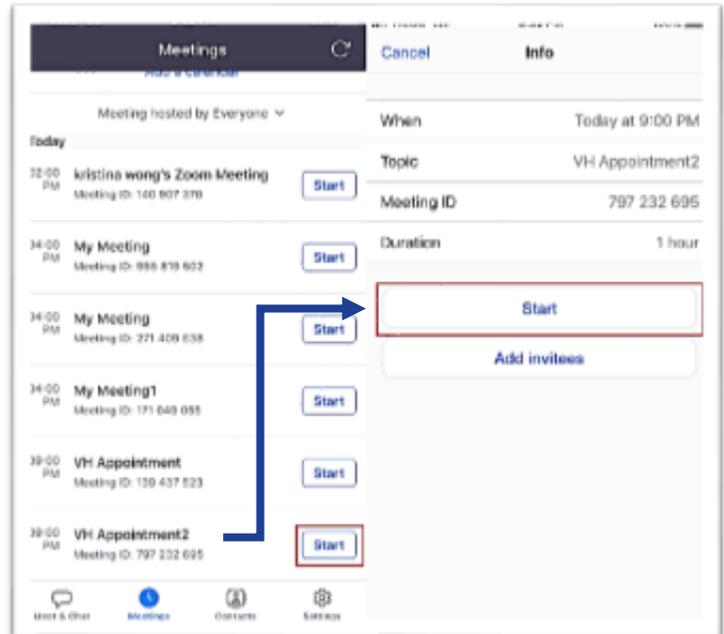
# Start a Virtual Health Visit with a patient from the mobile app

**IMPORTANT: Please use LTE data to conserve hospital network bandwidth\***

Download the ZOOM Cloud Meetings app**	
<b>Apple iOS:</b> Requires iOS 8.0 or later. Compatible with iPhone, iPad, and iPod touch.	<a href="https://apps.apple.com/us/app/id546505307">https://apps.apple.com/us/app/id546505307</a>
<b>Android:</b> Requires Android 5.0 and up	<a href="https://play.google.com/store/apps/details?id=us.zoom.videomeetings">https://play.google.com/store/apps/details?id=us.zoom.videomeetings</a>

## 1. Locate your Virtual Health Visit to start it

1. Open the Zoom app and sign in. 
2. Tap **Meetings** in lower tool bar.
3. Locate the Virtual Health Visit you would like to start.
  - a. Tap **Start** if you would like to immediately start the visit.
  - b. Tap the **visit name** to view details and then tap **Start** when ready.



Alternatively, if the meeting is scheduled in your calendar, you can click to join from there. The app will automatically open if already installed.

## 2. Allow ZOOM access to your camera and microphone (required the first time you use the app)

1. **Allow access** to your **Camera** so the patient can see you.
2. **Allow access** to your **microphone** so the patient can hear you.
3. Tap **Call using Internet Audio** so you can hear the patient.

## 3. Start your camera feed and unmute your microphone

1. Tap your screen to make the tool bar appear.
2. Tap **Start Video and Unmute**.
3. If you need to stop your video or mute your microphone click the button again.



## 4. Share content

1. Tap **Share Content**.
2. Select the source and content to share.
3. To stop sharing, click **Stop Share** in the top tool bar.



Note: You will not be able to see the patient while sharing content.

## 5. Send a chat message to the patient

1. In the bottom tool bar, tap **More**.
2. Tap **Chat** from the menu options.
3. Type your message and tap **Send**.

## 6. End the Virtual Health Visit

1. In the top tool bar, tap **End**.
2. Ensure you tap **End the Meeting**.
  - If you **end the meeting**, the virtual visit will close out for you and the patient.
  - If you leave the meeting, the virtual visit will be put on hold, but will not end.
3. In the unlikely event of technical issues, please **end the visit** and switch to a telephone visit with patient.

\*You may also use the desktop client (installed) version to conduct visits as it ensures video quality by adjusting to the amount of available hospital network bandwidth. The web browser version cannot manage data usage and video quality may vary.

\*\*Mobile app settings can be configured. Examples include: how a meeting starts, e.g. with camera on and microphone muted, or vice-versa, tool bar always present, etc.