

Conduct a 1:1 Virtual Health Visit Meeting in Zoom for Healthcare from the Zoom Cloud Meetings app

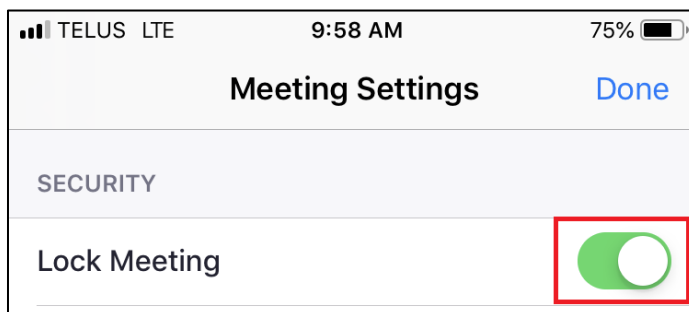
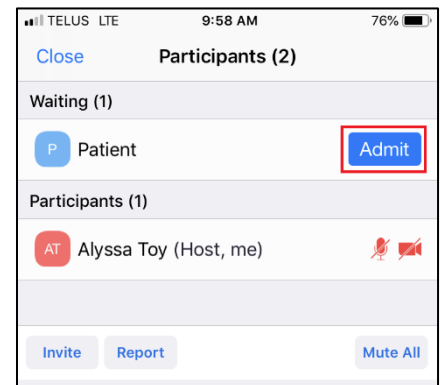
Download the ZOOM Cloud Meetings app	
Apple iOS: Requires iOS 8.0 or later. Compatible with iPhone, iPad, and iPod touch.	https://apps.apple.com/us/app/id546505307
Android: Requires Android 5.0 and up	https://play.google.com/store/apps/details?id=us.zoom.videomeetings
<ul style="list-style-type: none"> ▪ If this is your first time using the Zoom Cloud Meeting app, please allow Zoom access to your camera and microphone. ▪ Please use the desktop client to conduct group Virtual Health Visit meetings. The meeting will be easier to control via desktop client. 	

Start the Virtual Health Visit meeting






1. Open the **Zoom Cloud Meetings app** and sign in with your Zoom for Healthcare account.
2. Tap **Meetings** and **Start** the upcoming Virtual Health Visit.

Admit patient from the waiting room and confirm their identity

1. From the toolbar, tap **Participants** to view who is in the waiting room.
2. Tap **Admit** next to the patient's name.
3. Once admitted, verify the patient's identity by asking typical validation questions (e.g. full name, date of birth, PHN).
4. **Recommended:** Lock the Virtual Health Visit.
 - From the toolbar, tap **More**.
 - Tap **Meeting Settings**.
 - Toggle 'on' Lock Meeting.
 - Tap **Done** to return to the visit.



Meeting controls/options

Button	Function
 Unmute	- Mute/unmute microphone
 Start Video	- Start/stop video
 Share Content	- Share content with patient - Note: You will not be able to see patient while sharing content
 Participants	- View meeting participants - Mute/unmute participants - Chat with a specific participant by tapping their name - Remove participant by tapping their name - Invite additional participants - Report specific participant
 More	- Open chat - Meeting settings (i.e. security settings, host controls, etc.) - Minimize meeting

End the Virtual Health Visit meeting

1. Tap **End** in the top right corner when the visit is finished.
2. Ensure you tap **End Meeting for All**.
 - If you **end the meeting**, the Virtual Visit will close out for you and the patient.
 - If you **leave the meeting**, a new host must be assigned before you exit. The meeting will not end until the new host ends it.

In the unlikely event of technical issues, please **end the visit** and switch to a telephone visit or reschedule.