

Your Virtual Health Visit with Zoom

1 Book your Virtual Health Visit



You can book your Virtual Health Visit exactly the same way as an in-person visit. Your clinic will explain to you how Virtual Health Visits work. Ask questions to ensure you understand everything, including the risks. If you agree to proceed, give your consent and provide contact information to receive instructions with the next steps.

2 Receive the invitation



Your clinic will email you an invitation confirming the date and time of your appointment. It will contain a Zoom meeting link and instructions on how to start your visit. Do not share this invitation with anyone, unless you want to invite a friend or family member. Check your spam/junk folder if you haven't received the email. Contact your clinic if you need help.

3 Prepare for your Virtual Health Visit



For each visit, select a well-lit private location with reliable internet or a wired connection. [Test your video and audio](#) (consider using headphones for sound quality & privacy). Have the clinic phone # and your meeting ID handy. Consider having a friend or family member with you for support and to help troubleshoot.

4 Click the link to start



Open your invitation and click/tap the meeting link. Allow access to your camera and microphone if asked. If using a computer, choose to use Computer Audio or Phone Call if audio or internet connection is poor. If using the mobile app, choose Call Using Internet Audio.

5 Wait in the waiting room



Similar to a physical waiting room, your provider may be delayed while seeing other patients. Your patience is appreciated.

6 Start your Virtual Health Visit



Your provider will admit you to the meeting room when they are ready to start the Virtual Health Visit and confirm your identity. Be sure to turn on your camera and unmute your microphone. Once you connect with your care provider, face the camera, speak clearly, and outline your primary health concern.

Your provider will end the Virtual Health Visit when your appointment is completed.

How to Access Zoom:

Already have a Zoom account?

Simply click the meeting link in the invitation sent by your clinic. Ensure that the name you use for your Zoom account is recognizable to your provider. Either change it in your Zoom setting or inform the clinic.

No Zoom? Download Zoom

On your computer, go to <https://zoom.us/download>. Download the Zoom Client for Meetings. On a smartphone or tablet, go to the Apple Store (iOS) or Google Play Store (Android). Download the Zoom Cloud Meetings app.

No Zoom? Join via web browser

For optimal results, use Google Chrome. You will need to sign in with a Zoom account. Select 'join from your browser' and enter your name to join the waiting room.