ZOOM PATIENT GUIDE

Thank you for allowing us to serve your medical needs virtually. We are providing you with this guide to help you prepare for your Zoom appointment with your Mason Health provider and would appreciate you following these steps **24 hours in advance** of your appointment. If you experience any difficulties, please contact Zoom at 1.866.799.9666 or online at https://support.zoom.us

Note: The links below are for TESTING ONLY. On the date/time of your appointment, please use the Zoom Meeting ID contained in the body of the email.

Zoom Mobile Guide

 Search for Zoom in Google Play or the App Store

 Download, Install and Run Zoom Cloud Meetings app

Test Your Connection (mobile)

Click on this Test Link or type the following into your address bar: https://zoom.us/test

Click **Join**

When prompted to open in another app click YES

Enter your name and click OK

Click JOIN WITH VIDEO (allow Zoom to access your camera)

Click CALL VIA DEVICE AUDIO (allow Zoom to access your microphone)

If you see a video of yourself then you are setup for your telehealth visit. If you experience difficulties, please see support information above.

If you continue to have issues please notify your provider and your visit may be able to be adjusted to a telephone visit.

See Page 2 for testing steps if you will be joining the Zoom meeting from a computer (desktop/laptop).

Zoom Web Browser Guide

Test Your Connection (web)

Launching...

Navigate to https://zoom.us/test in Google Chrome

Click [Join]

Please click **Open Zoom Meetings** if you see the system dialog.

Click "Join from your browser"

If nothing prompts from browser, **click here** to launch the meeting, or **download & run Zoom.**

Enter your name and click [Join]

If you cannot download or run the application, **join from your browser.**

Click Join audio by computer

Click [Start Video]

Click Allow

If you see a video of yourself then you are setup for your telehealth visit. If you experience difficulties, please see support information above.

If you continue to have issues please notify your provider and your visit may be able to be adjusted to a telephone visit.

NOTICE:

Mason Health has taken security measures to make Zoom as secure as we can for telemedicine appointments. Only telemedicine visits *initiated* by Mason Health to patients should be considered secure. Patient use of Zoom or other applications or websites to contact Mason Health or for any other purposes is not considered secure and should only be used at the patient's own risk.