

# TELEHEALTH VISIT QUICK TIPS

Talking to your primary or specialty health care provider from your home using a video platform called **Zoom** is easy, safe\* and can save you time.

## Here's what you need for your visit:

- A stable internet connection. Connect to WiFi at home or through a secure WiFi connection. Do not use public WiFi (i.e., Starbucks).
- Your mobile device with camera for a video consultation and microphone/speakers.
- If you use a desktop computer or laptop (Windows or Mac), you'll need a built-in camera and microphone/speakers. You can also use a web camera plugin and headphones.
- If using your mobile device for a video consultation you'll need to download the free Zoom app to your smartphone or tablet. For information on how to download Zoom to your mobile device, visit [www.providence.org/telehealthvisit](http://www.providence.org/telehealthvisit)



## What to do on the day of your visit:

- Choose a quiet and comfortable place in your home.
- Three to five minutes before your scheduled appointment, log into your MyChart account from your mobile device or computer.
- Tap "Messages" if you're on a mobile device, or "Messaging" from your computer.
- In your "Inbox" you'll see a message from your provider for your telehealth visit. Click the message to open.
- Click the Zoom link to open your telehealth visit where you'll be taken to a "virtual waiting room." You've arrived! Now all you need to do is relax and wait for your provider to join you. (In Zoom they're referred to as the "host.")
- When your provider joins you in your telehealth visit, you'll be "admitted" to the visit, and prompted to join by computer audio.
- You may also be prompted to allow access to your microphone and camera. NOTE: If you don't allow the video component, you can still join your provider by clicking "Join Audio" in the lower left-hand corner of the screen.



**Pro tips:** A day or two before your telehealth visit, make sure you've got everything you need and the technology is working correctly. Visit <https://psjhealth.zoom.us> to test your audio/visual. Treat your telehealth visit as if it were an in-person appointment: Ask questions, describe your health concerns or issues, and listen closely. Consider having a notepad nearby so you can take notes.

\*Providence has a dedicated, secure portal for patient visits through Zoom. Enhanced security measures include encryption, meeting IDs and visit "verification" to ensure your Telehealth visit is private and secure. Providers are assigned unique passwords and waiting rooms. This ensures only you and your provider will be admitted to your visit. Providence's Information Security team regularly monitors Zoom for any security concerns that might arise.