

Zoom Telehealth Instructions

Zoom is a secure, free, and HIPAA compliant platform. Patients can connect to Zoom using a smartphone, tablet or laptop computer that has a microphone, speaker, and camera. A high-speed internet connection is also required.

To load your appointment on Zoom, locate the confirmation email you received from our office. A link in the email will connect you to your Zoom video appointment. Please check your email (including Spam / Junk folder) to confirm that you have received this email. If you did not receive the link within a few hours of scheduling, please call us.

It is important that you have a *quiet, private space* to conduct the telehealth visit. Our goal is to provide you with the same care and confidentiality as we do during our on-site visits.

Please join the Zoom meeting 15 minutes prior to your scheduled appointment.

The instructions will differ slightly depending on the device you decide to use for the Zoom telehealth visit. It is important that you prepare ahead of time to avoid and/or resolve any technical difficulties prior to your appointment.

Instructions Per Device

SmartPhone or Tablet	2
Laptop / Desktop Computer	3

SMARTPHONE / TABLET

1. Visit the Apple App Store (iPhone) or Google Play app store (Android users) and download the Zoom application.



2. After you have successfully installed Zoom on your smartphone / tablet, locate the email you received from our office and click the link to join the Zoom meeting. It will automatically open in the app.
3. Zoom will ask your permission for several things:
 - Access the microphone: choose **“Allow”**
 - To hear others please join audio: choose **“Call using Internet Audio”**
 - Access the camera: choose **“Allow”**

Step-by-Step Video Instructions



<https://youtu.be/GEQLiLYhuJQ>

LAPTOP / DESKTOP COMPUTER

1. Confirm your laptop / desktop computer has a built-in or connected MICROPHONE, WEBCAM & SPEAKERS. You will need to be connected to high-speed internet for the telehealth visit.
2. Locate the email you received from our office containing your Zoom appointment information and click the link to join the Zoom meeting. It will automatically open in a new browser window.
3. Click on “Download and Run Zoom.” Then Click “Open/Install” when prompted.
4. You will be prompted join with a request to “Join Audio Conferencing by Computer.” Please click that option. Finally, to add video, please click the “Start Video” button on the bottom of your screen.

Step-by-Step Video Instructions



<https://youtu.be/vFhAEoCF7jg>