

Video Visits using Zoom with Smartphone

1 Download the Zoom Cloud Meetings app



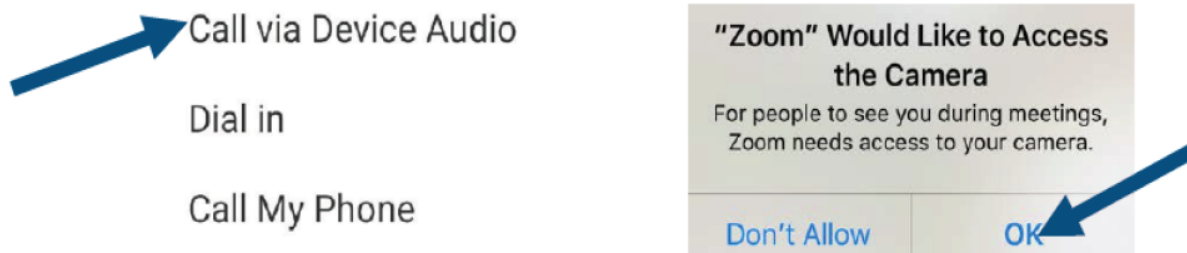
You can find these apps on the App Store (iPhone) or Google Play (Android)

2 Set Up & Test

To get ready for your video visit, follow these steps. Make sure to do this before your visit!

Test your Video Connection

Visit zoom.us/test. When the Meeting Test page opens, join the blue Join button to open the Zoom app, then enter your first and last name when prompted. Make sure you allow access to your camera and microphone. Join the meeting with video on. Connect to audio by choosing “call via device audio.”



Your connection is successful when you see yourself on the screen. This is a test, so no one else will join you. To end the test, tap Leave in the upper right corner.

If you are having trouble, call MyChart customer service at 844-622-5465.

3 At your Video Visit

Be ready to join the Zoom meeting at least 5 minutes before your scheduled visit time.

Join the Video Visit

Open the Zoom app, tap “Join a Meeting”, and enter your provider’s 10-digit meeting ID, which will be given to you beforehand either via MyChart or by telephone.

Ex: 123-456-7890

If prompted, tap to open Zoom and enter your first and last name.

Wait for your Meeting Time

You will automatically be placed in a waiting room. When your provider admits you, turn on your video if it is not already on. Make sure you are connected to audio as well. If controls disappear, just tap the screen. Your video will show in the lower right.

Once your video visit is complete, tap Leave in the upper right corner to leave the meeting.

Please Note:

If you experience technical difficulties and cannot resolve them even after speaking with MyChart customer service, contact the clinic to reschedule or convert your Video Visit to an in-person appointment.

To avoid additional charges from your cellular provider, use a Wi-Fi connection for your Video Visit.

During your Video Visit, be in a location that is private, quiet, and free from distractions.

Be sure to use the same device for your Video Visit that you use to test your connection!