



Booqashadaada Telemedicine

Waa maxay booqashada telemedicine, sida ay u shaqeyso, iyo sida loogu sameysto ama dejisto qalabkaaga

Tusmada

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Inta lagu guda jiro booqashada telemedicine, adiga iyo daryeel bixiyahaagu waxaad isku arki kartaan kombuyutarkaaga, tablet-ka, ama taleefan casriya.

Ku saabsan Booqashada Telemedicine

Booqashada telemedicine waa hab lagu helo daryeelka caafimaad ee aad u baahan tahay markii aadan iman karin rugta caafimaadka si aad u aragto bixiyahaaga. Booqashooyinka UW Medicine ee telemedicine waxay adeegsadaan adeeg fiidiyoow ah oo loo yaqaan Zoom.

Ku saabsan Zoom

Zoom wuxuu kuu oggolaanayaa inaad arki karto lana hadli karto qofkale adiga oo ka fog ama aan la joogin. Wuxuu ku shaqeyaa kumbuyuutar, taablet, ama taleefan casri ah. Zoom waa lacag la'aan in la isticmaalo. Uma baahnid inaad akoont samaysato.

Badbaadadaada iyo Asturnaantaada

Booqashadaada telemedicine waxay noqon doontaa mid ammaan ah, oo gaar ah, oo aamin ah. Sawirkaaga iyo codkaaga lama duubi doono ama lama keydin doono. Dhammaan macluumaadkaaga waa la ilaaliyaa, sida loo ilaaliyo markaad kula kulantid daryeel caafimaad bixiyahaaga rugta caafimaadka. Zoom wuxuu u hoggaansamayaa Sharciga La Xisaabtanka Caymiska Caafimaadka (HIPAA), kaas oo ilaaliya asturnaantaada caafimaad.

Sida Loogu Diyaargarobo Booqashadaada Telemedicine

- Kahor booqashadaada ugu horreysa ee telemedicine, ku sameyso/dejiso Zoom qalabkaaga
- Waxaad u baahan tahay inaad haysato:
 - Kumbuyuutar, Taablet, ama taleefan casriyeysan oo ay la socoto kamarad ku soo food saaraysa, si adeeg bixiyahaagu kuu arko
 - Xiriir internet
- Haddii aad rabto inaad hubiso xiriirkaaga internetka, booqo zoom.us/test si aad ugu biirto kulanka tijaabada.

Hadaad Su'aalo qabto

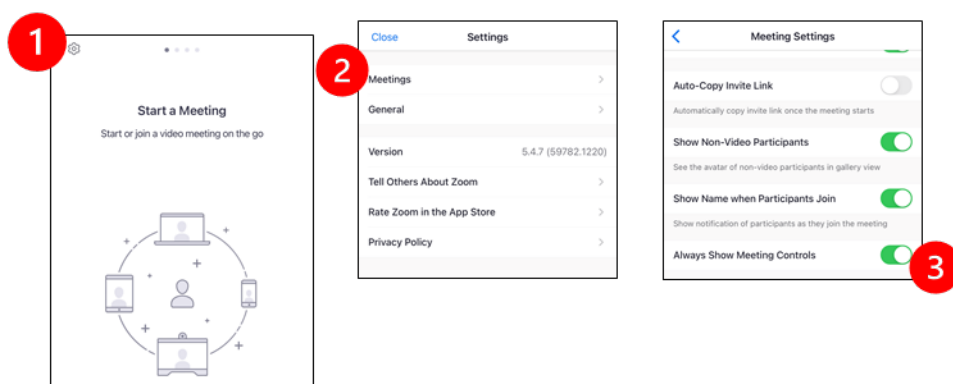
- Haddii aad u baahan tahay caawimaad dejinta Zoom, wac taleefonka miiska adeegga 206.520.5100.
- Si aad wax badan uga ogaato Telemedicine ee UW Medicine, fadlan booqo websaydhkeenna: www.uwmedicine.org/virtual-care

U adeegsiga taleefanka casriga ah ama tablet booqashadaada

Kahor Booqashadaada Koowaad ee Telemedicine

Tallaabada 1: Soo dejiso APP-ka Zoom.

- "Zoom Cloud Meeting app" ka soo dejiso Apple App Store ama Google Play.. (Casriyee haddii laga doono.) Haddii aad u isticmaasho qalab isku mid ah booqashooyinka mustaqbalka, uma baahan doontid inaad ku celiso tallaabadan. Haddiise aad isticmaasho qalab ka duwan, waxaad u baahan doontaa inaad mar labaad sameysid.
- Hadaad rabto inaad aragto aaladda kantaroolka kulanka Zoom (Zoom meeting control toolbar) wakhti kasta:
 1. Guji ama riix astaanta "setting" (gear).
 2. Guji ama riix Kulamada. "Meetings"
 3. Daar ama dooro "Always show meeting controls"



Kahor Inta Bixiyahaagu Kusoo Biirin Kulanka

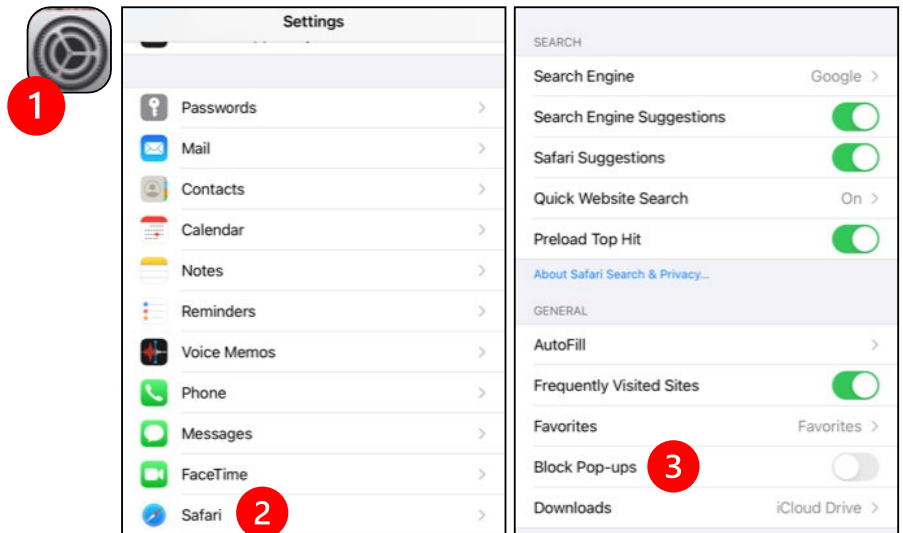
Talaabada 2: Meel deggan u abuur booqashadaada

- Sii naftaada ugu yaraan 15 daqiiqo si aad u hagaajisato khadka oo aad ugu xirnaato.
- Hubso in qalabkaagu ku xidhan yahay korontada ama uu kuu buuxo.
- Fariiso meel deggan oo leh nal wanaagsan.
- Haddii aad kari karto, u hel goob kuu gaar ah booqashadaada. Haddii ay jiraan dad kale oo kuu dhow, waxaad isticmaali kartaa sameecadaha dhegaha si wada hadalku u asturnaado.

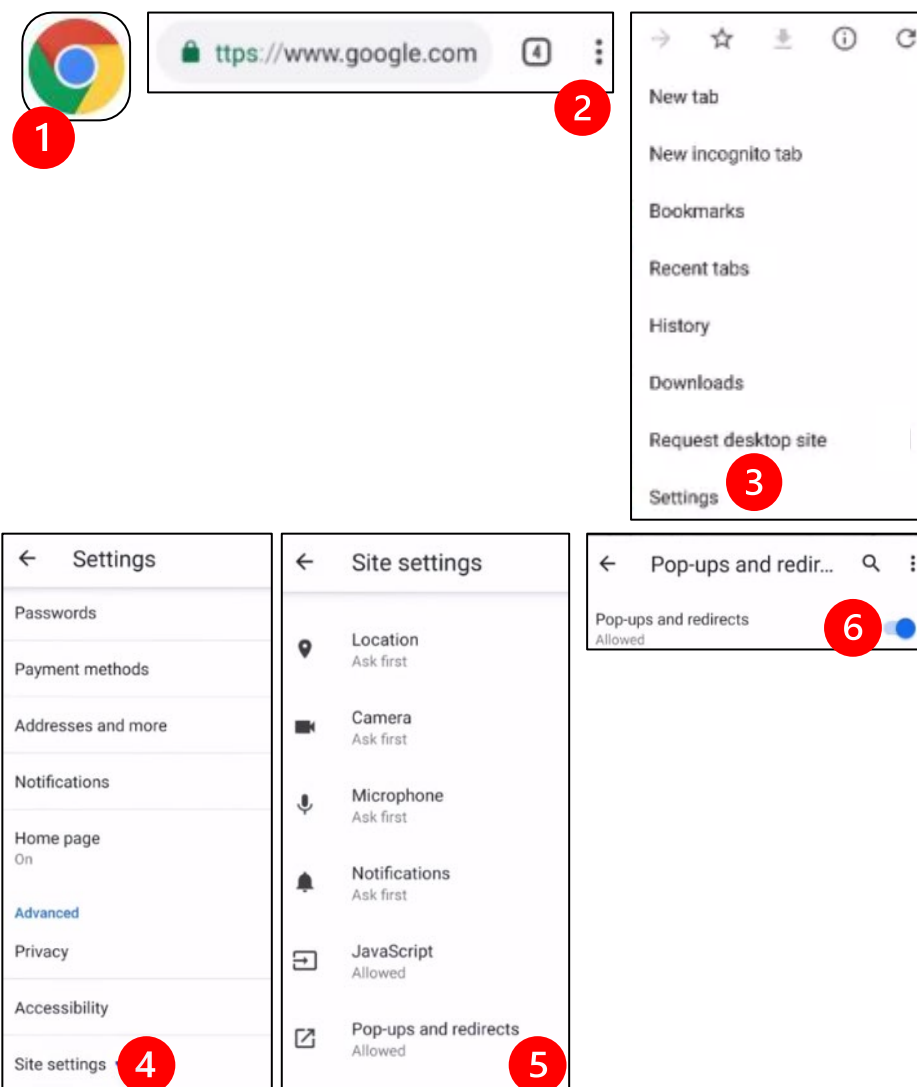
Tallaabada 3: Bilow Zoom.

A. Haddii aad leedahay MyChart

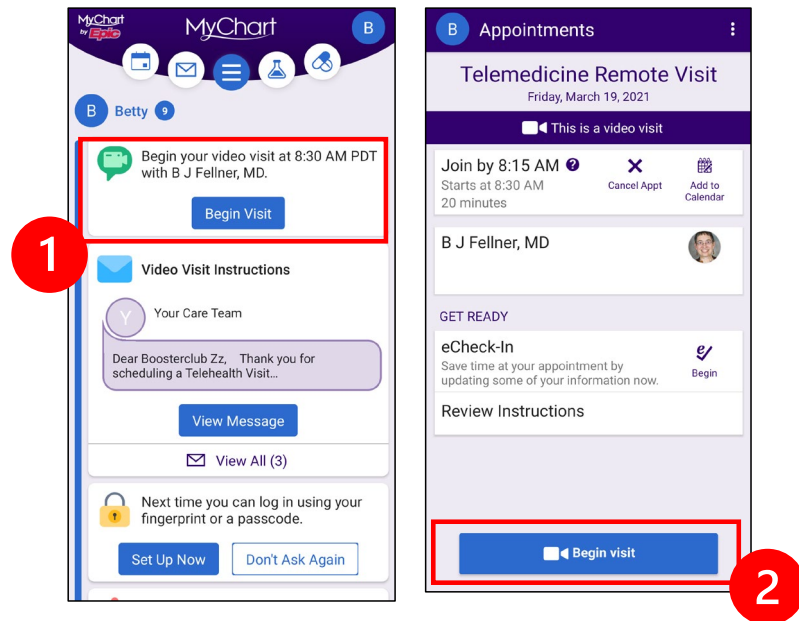
- Iphone-nada iyo ipad-yada jooji “pop-up blockers-ka”:
 1. Riix "Settings"
 2. Riix "Safari"
 3. Dami "Block Pop-ups"



- Wixii Android ah, ka jooji “pop-up blockers”:
 1. Guji “Chrome”
 2. Guji 3-da dhibic ee taagan midigta kore
 3. Guji “Settings”
 4. Guji “Site Settings”
 5. Guji "Pop-ups and redirect"
 6. Daar“Pop-ups and redirect”



- Tag Abb-ka MyChart oo gal. Kordhi ama casriyee MyChart haddii lagaa codsado.
 1. Xulo doorashada "Begin your video visit."
 2. Dooro "Begin Visit." Tani waxay bilaabi doontaa Zoom.



- Zoom ayaa ku weydiin doonta magacaaga. Gali magacaaga hore iyo kan dambe
- Waxaa laga yaabaa in lagu dhigo "Qolka Sugitaanka" inta daryeel bixiyahaagu uu diyaar u noqonayo inuu ku soo biiro. Waxay qaadan kartaa daqiiqado inta bixiyahu uu ku soo biirayo. Fadlan qadka ku sii jir. Waad ku mahadsantahay dulqaadkaaga.

B. Haddii Aanad Lahayn Mychart

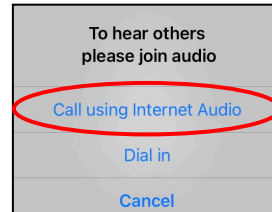
- Booqashada ka hor, waxa taleefankaaga kuugu soo diraynaa "link".
- Raac xiriirka(link-ka) si aad uhesho websaydhka Zoom.
- Xullo inaad adeegsato barnaamijka "Zoom Cloud" si aad u furto iskuxiraha (haddii lagaa codsado)..
- Zoom ayaa ku weydiinaya magacaaga. Gali magacaaga hore iyo kan dambe
- Waxaa laga yaabaa in lagu dhigo "Qolka Sugitaanka" inta daryeel bixiyahaagu uu diyaar u noqonayo inuu ku soo biiro. Waxay qaadan kartaa daqiiqado inta bixiyahu uu ku soo biirayo. Fadlan qadka ku sii jir. Waad ku mahadsantahay dulqaadkaaga.

Markuu Daryeel-Bixiyahaagu Kusoo Biiro Shirka

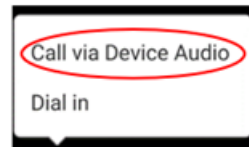
Tallaabada 4: Isku xir codka.

Waxaan kugula talineynaa isticmaalka internetka ama qalabka maqalka:

- Wixii iPhone ah, dooro “Call using Internet Audio”



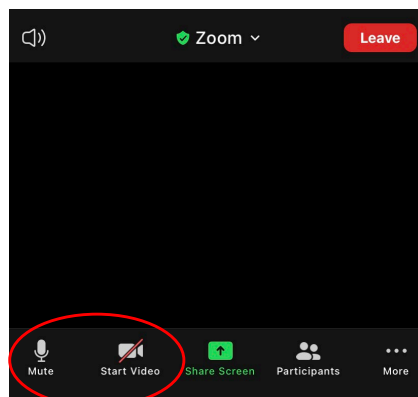
- Wixii Android ah, dooro “Call via Device Audio”



- Haddii aad doorato “Dial in,” liis lambarro ah ayaa soo muuqan doona. Xulo lambar aad wacdo. (Waad isticmaali kartaa midkood.) Taleefoonkaaga casriga ah ama tablet-kaaga ayaa kuu soo gali doona kulanka iyo Aqoonsiga kaqeybgalaha adiga.

Tallaabada 5: Daar kaameradda iyo makarafoonka.

- Waxaa laga yaabaa inaad u baahato inaad taabatid shaashada si ay khaanadda qalabku u soo muuqato Toolbar).
- Hubso in makarafoonkaaga iyo sameecadahaagu furan yihiin. Waxaa laga yaabaa inaad u baahato inaad gujiso "Unmute" ku jira "toolbar" ka.
- Hubso in fiidiyowgaagu bilaabmay. Waxaa laga yaabaa inaad u baahato inaad gujiso "Start Video" ku jira "toolbar"-ka.



Calaamadaha “Mute” iyo “Start Video” waxay ku yaalliin khaanadda qalabka(“toolbar”-ka.)

Tallaabada 6: Bilow booqashadaada telemedicine.

Hadda waxaad diyaar u tahay inaad bilowdo booqashadaada.

Haddii adeeg bixiyahaagu dhib kala kulmo inuu ku arko ama ku maqlo, waxaa laga yaabaa inay kaa soo wacaan lambarka aad siisay bilowga kulankaaga. Haddii aad isticmaaleysid tablet, fadlan ku hayso taleefankaaga agtaada haddii loo baahdo tan.

Adeegsiga Kumbuyuutarka ee Booqashadaada

Tilmaamahan waxaa loogu talagalay bukaanada haysta akoonka MyChart.

Haddii aadan haysan akoon MyChart ah:

- Raac tilmaamaha ku yaal bogga 3 ee "Isticmaalka taleefanka casriga ah ama taablet-ka ee booqashadaada."
- Markaad gaarto Talaabada 3, raac tilmaamaha ku yaal bogga 6 ee "B" Haddii AADAN LAHAYN MyChart.

Kahor Booqashadaada Koowaad ee "Telemedicine"

Tallaabada 1: Soo dejiso "Zoom Client for Meetings."

- Tag zoom.us/download. Guji "Download" badhanka hoosta "Zoom Client for Meetings."
- Dooro inaad socodsiiso Zoom (haddii lagaa dalbado).

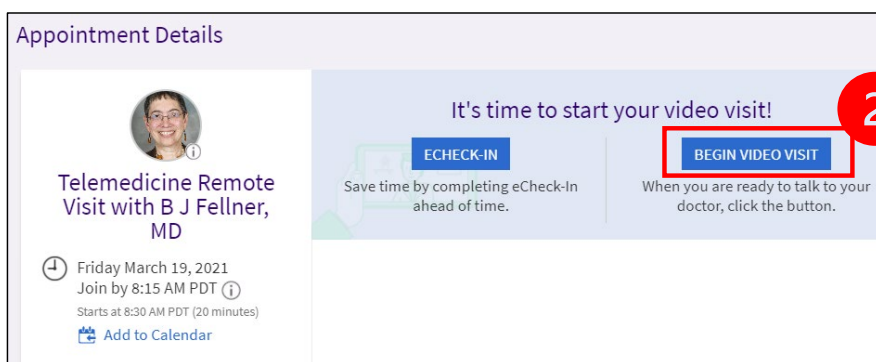
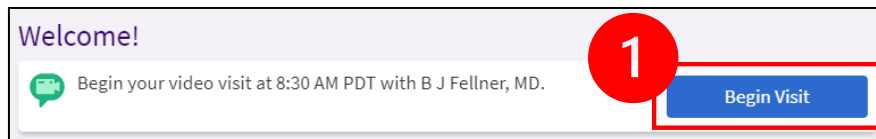
Inta annu Daryeel-Bixiyahaagu Kusoo Biirin Kulanka

Tilaabada 2: U samee goob xasilloon booqashadaada telemedicine

- Sii naftaada ugu yaraan 15 daqiiqo si aad u hagajisato oo ugu xiranto.
- Hubso in qalabkaagu ku xiran yahay korontada ama jaarjarku buuxo.
- Fadhiiso meel deggan oo iftiin fiican leh.
- Haddii aad kari karto, u hel goob kuu gaar ah booqashadaada. Haddii ay jiraan dad kale oo kuu dhow, waxaad isticmaali kartaa sameecadaha dhegaha si wada hadalku u asturnaado.

Talaabada 3: Bilaabashada Zoom (oo leh MyChart).

- Booqo mychart.uwmedicine.org
- Gal MyChart.
 1. Xulo ikhtiyaarka ah "Bilaw booqashadaada fiidiyowga."
 2. Dooro "Bilow Booqasho." Tani waxay bilaabi doontaa Zoom.

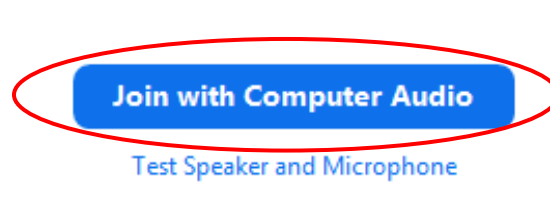


- Zoom ayaa ku weydiin doonta magacaaga. Gali magacaaga hore iyo kan dambe.
- Waxaa laga yaabaa in lagu dhigo "Qolka Sugitaanka" inta daryeel bixiyahaagu uu diyaar u noqonayo inuu ku soo biiro. Waxay qaadan kartaa daqiiqado inta bixiyahu uu ku soo biirayo. Fadlan qadka ku sii jir. Waad ku mahadsantahay dulqaadkaaga.

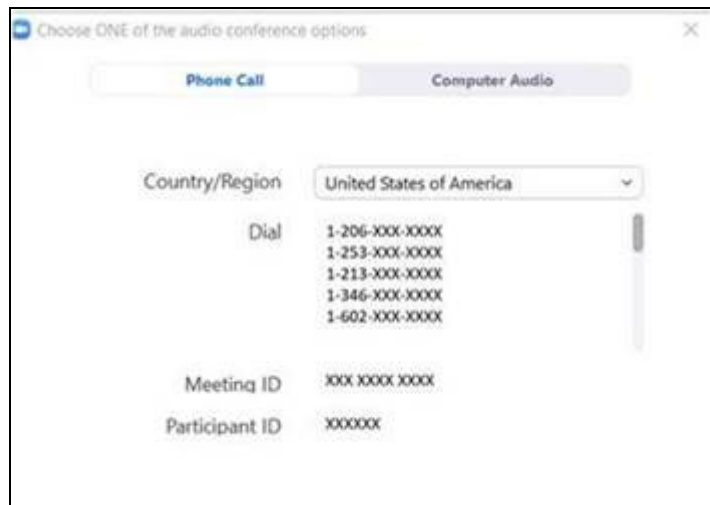
Markuu Daryeel-Bixiyahaagu Kusoo Biiro Shirka

Tallaabada 4: Ku xir codka.

- Waxaan kugula talineynaa inaad u isticmaasho makarafoonkaaga kombiyuutarka iyo sameecada codka. Dooro "Computer Audio" oo guji "Join Computer Audio."



- Haddii aad u isticmaaleyso taleefankaaga maqal, dooro "phone call," liis lambarro ah ayaa soo bixi doona:
 1. Ka dooro lambarkaad doonto qaybta "Dial" si aad u wacdid.
 2. Waxaa lagu weydiin doonaa inaad geliso Aqoonsiga Kulanka. Geli nambarka ku qoran qeybta "Aqoonsiga Kulanka", ka dibna riix #.
 3. Waxaa lagu weydiin doonaa inaad geliso Aqoonsiga ka qaybgalaha. Geli lambarka ku qoran qeybta "Aqoonsiga Kaqaybgalaha", ka dibna riix #. Ama keliya riix # si aad u sii wadato.



Tallaabada 5: Daar kaameradda iyo makarafoonka.

- Guji gudaha daaqadda Zoom si ay u muuqato aaladda "toolbar".
- Hubso in makarafoonkaaga iyo sameecadahaagu furan yihiin. Waxaa laga yaabaa inaad u baahato inaad gujiso "Unmute" ku jira " toolbar" ka.
- Hubso in fiidiyowgaagu bilaabmay. Waxaa laga yaabaa inaad u baahato inaad gujiso "Start Video" ku jira "toolbar"-ka



Calaamadaha "Mute" iyo "Start Video" waxay ku yaallin khaanadda qalabka("toolbar"-ka.)

Tallaabada 6: Bilow booqashadaada telemedicine.

- Hadda waxaad diyaar u tahay inaad bilowdo booqashadaada.
- Haddii adeeg bixiyahaagu dhib kala kulmo inuu ku arko ama ku maqlo, waxaa laga yaabaa inay kaa soo wacaan lambarka aad siisay bilowga kulankaaga. Haddii aad isticmaaleysid taablet, fadlan ku hayso taleefankaaga agtaada haddii loo baahdo tan.

Su'aalo?

Su'aalahaagu waa muhiim. Wac dhakhtarkaaga ama daryeel caafimaad bixiyahaaga haddii aad wax su'aalo ama walaac ah qabtid.

- Si aad wax badan uga ogaato telemedicine-ka UW Medicine, booqo websaydhkayaga: www.uwmedicine.org/virtual-care
- Haddii aad caawimaad u baahan tahay ah xagga soo dejinta zoom iyo istimaalistiisa wac telefoonka miiska adeegga oo ah **206.520.5100**.

Your Telemedicine Visit

What a telemedicine visit is, how it works, and how to set up your device

Contents

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How to Prepare for Your Telemedicine Visit (page 2)

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Using a Computer for Your Visit (pages 9-12)



During a telemedicine visit, you and your provider can see each other on your computer, tablet, or smartphone.

About Telemedicine Visits

A telemedicine visit is a way to get the healthcare you need when you cannot come to the clinic to see your provider. UW Medicine telemedicine visits use a video service called Zoom.

About Zoom

Zoom allows you to see and talk with someone at a distance. It works on a computer, tablet, or smartphone.

Zoom is free to use. You do not need to create an account.

Your Safety and Privacy

Your telemedicine visit will be safe, private, and secure. Your photo and voice will not be recorded or stored. All your information is protected, just as if you were meeting with your healthcare provider in the clinic. Zoom complies with the Health Insurance Portability and Accountability Act (HIPAA), which protects your health privacy.

How to Prepare for Your Telemedicine Visit

- Before your first telemedicine visit, set up Zoom on your device.
- You need to have:
 - A computer, tablet, or smartphone with a camera that faces you, so that your provider can see you
 - An internet connection
- If you want to check your internet connection, visit zoom.us/test to join a test meeting.

If You Have Questions

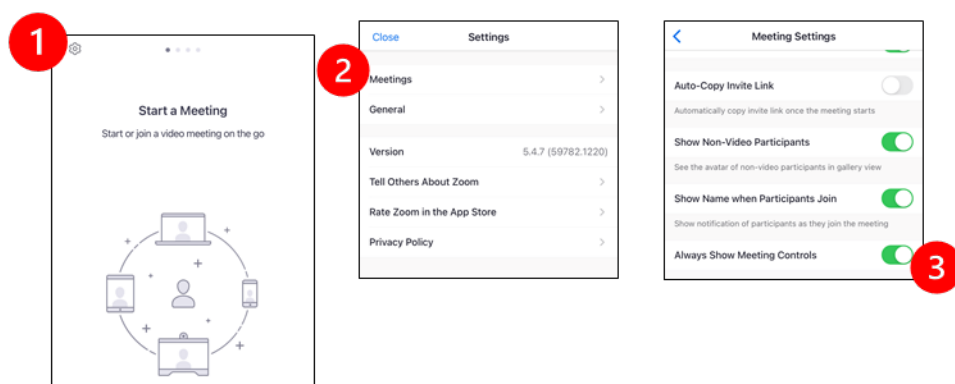
- If you need help setting up Zoom, call our service desk at **206.520.5100**.
- To learn more about Telemedicine at UW Medicine, please visit our website: www.uwmedicine.org/virtual-care

Using a Smartphone or Tablet for Your Visit

Before Your First Telemedicine Visit

Step 1: Download the Zoom app.

- Download the Zoom Cloud Meeting app from the Apple App Store or on Google Play. (Upgrade if prompted.) If you use the same device for future visits, you should not have to repeat this step. If you use a different device, you will need to do the set-up again.
- If you want to see the Zoom meeting control toolbar at all times:
 1. Click on the settings icon (gear).
 2. Click on “Meetings.”
 3. Turn on “Always show meeting controls.”



Before Your Provider Joins the Meeting

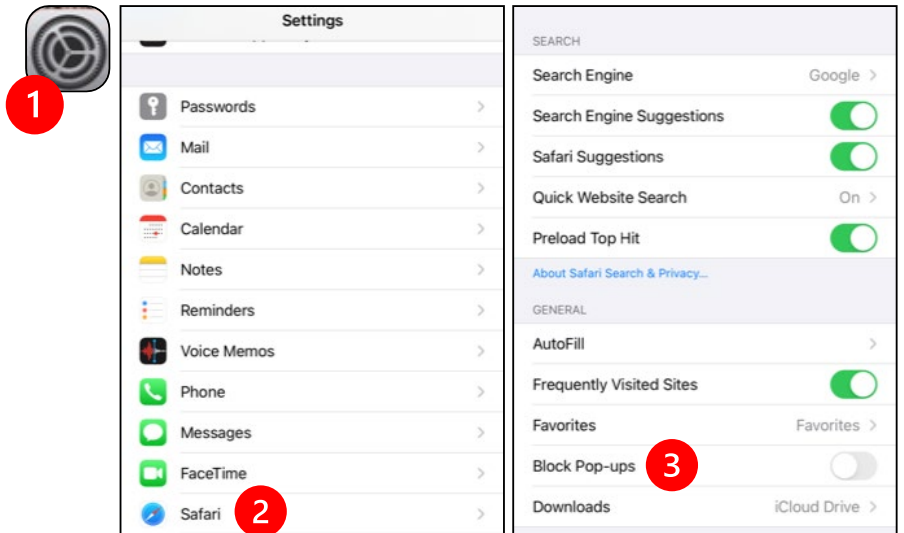
Step 2: Create a quiet space for your visit.

- Give yourself at least 15 minutes to set up and get connected.
- Make sure your device is plugged in or fully charged.
- Sit in a quiet space with good lighting.
- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.

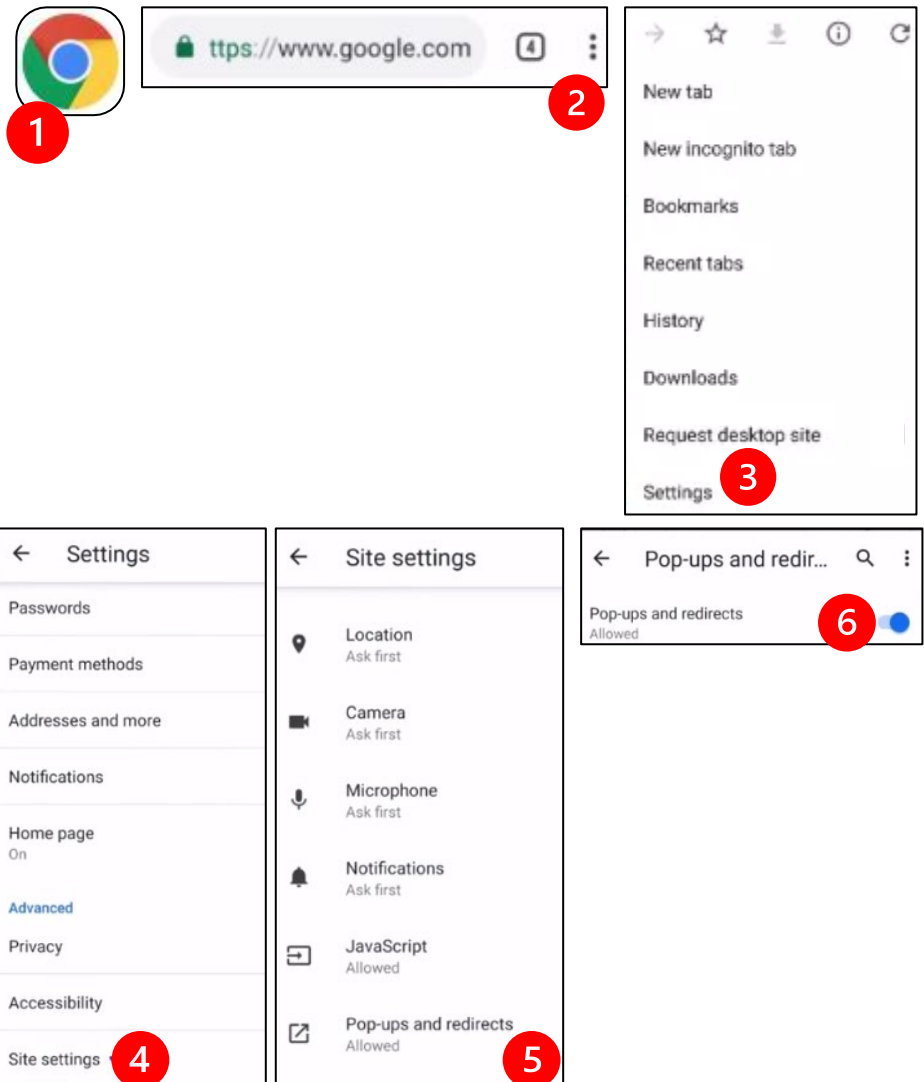
Step 3: Start Zoom.

A. If you have MyChart

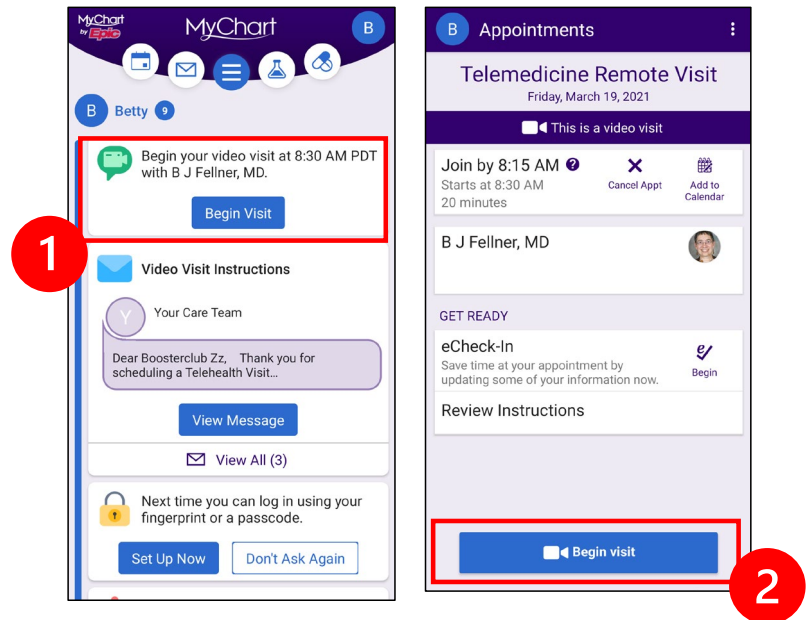
- For iPhone or iPad, disable pop-up blockers:
 1. Click on “Settings”
 2. Click on “Safari”
 3. Turn off “Block Pop-ups”



- For Android, disable pop-up blockers:
 1. Click on “Chrome”
 2. Click on the 3 vertical dots at the top right
 3. Click “Settings”
 4. Click “Site Settings”
 5. Click “Pop-ups and redirect”
 6. Turn on “Pop-ups and redirect”



- Go to the MyChart App and log in. Upgrade MyChart if prompted.
 1. Select the option to “Begin your video visit.”
 2. Select “Begin Visit.” This will start Zoom.



- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a “Waiting Room” while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

B. If You Do NOT Have MyChart

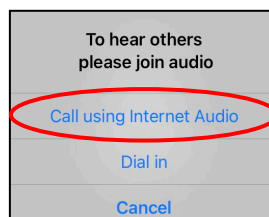
- Before your visit, we will send you a text with a link to your phone.
- Follow the link to get to the Zoom website.
- Choose to use Zoom Cloud app to open the link (if prompted).
- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a “Waiting Room” while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

When Your Provider Joins the Meeting

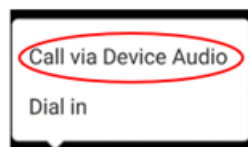
Step 4: Connect the audio.

We advise using internet or device audio:

- For iPhone, choose “Call using Internet Audio”



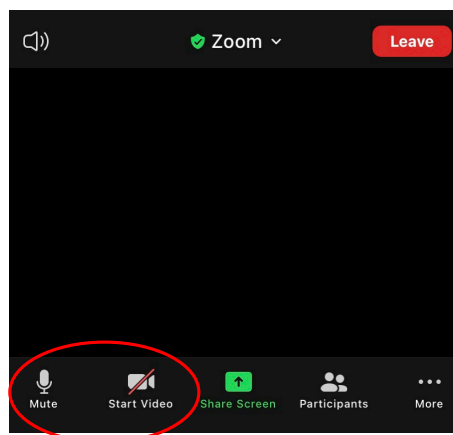
- For Android, choose “Call via Device Audio”



- If you choose “Dial in,” a list of numbers will appear. Pick a number to call. (You can use any of them.) Your smartphone or tablet will enter the meeting and participant ID for you.

Step 5: Turn on the camera and microphone.

- You may need to tap your screen for the toolbar to appear.
- Make sure your microphone and speakers are NOT muted. You may need to click “Unmute” on the toolbar.
- Make sure your video is started. You may need to click “Start Video” on the toolbar.



The symbols for “Mute” and “Start Video” are on the toolbar.

Step 6: Start your telemedicine visit.

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the number that you provided at the start of your session. If you are using a tablet, please keep your phone nearby in case this is needed.

Using a Computer for Your Visit

These instructions are for patients with a MyChart account.

If you do not have a MyChart account:

- Follow the instructions on page 3 under “Using a Smartphone or Tablet for Your Visit.”
- When you reach Step 3, follow instructions on page 6 under “B. If You Do NOT Have MyChart.”

Before Your First Telemedicine Visit

Step 1: Download “Zoom Client for Meetings.”

- Go to zoom.us/download. Click on the “Download” button under “Zoom Client for Meetings.”
- Choose to run Zoom (if prompted).

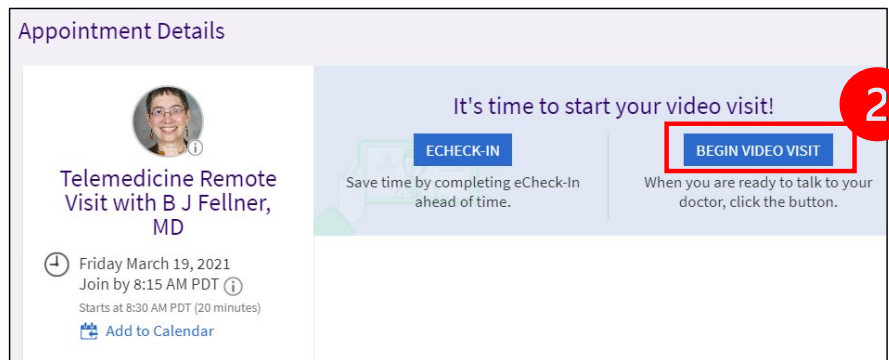
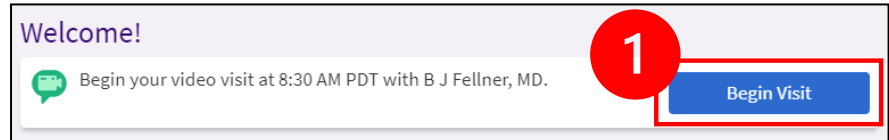
Before Your Provider Joins the Meeting

Step 2: Create a quiet space for your telemedicine visit.

- Give yourself at least 15 minutes to set up and get connected.
- Make sure your device is plugged in or fully charged.
- Sit in a quiet space with good lighting.
- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.

Step 3: Starting Zoom (with MyChart)

- Go to *mychart.uwmedicine.org*.
- Log into MyChart.
 1. Select the option to “Begin your video visit.”
 2. Select “Begin Visit.” This will start Zoom.

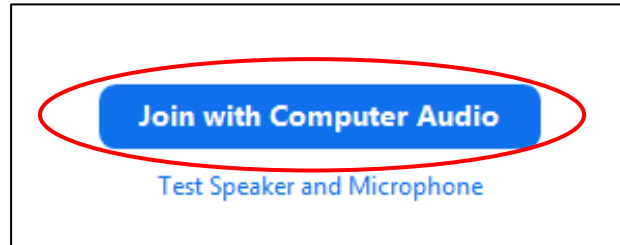


- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a “Waiting Room” while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

When Your Provider Joins the Meeting

Step 4: Connect the audio.

- We advise using your computer microphone and speaker for audio. Choose “Computer Audio” and click “Join with Computer Audio.”



- If you are using your phone for audio, choose “Phone Call,” and a list of numbers will appear:
 1. Pick any number from the “Dial” section to call.
 2. You will be asked to enter the meeting ID. Enter the number listed in the “Meeting ID” section, then press #.
 3. You will be asked to enter the participant ID. Enter the number listed in the “Participant ID” section, then press #. Or just press # to continue.



Step 5: Turn on the camera and microphone.

- Click inside the Zoom window for the toolbar to appear.
- Make sure your microphone and speakers are NOT muted. You may need to click “Unmute” on the toolbar.
- Make sure your video is started. You may need to click “Start Video” on the toolbar.



The symbols for “Mute and “Start Video” are on the Zoom toolbar.

Step 6: Start your telemedicine visit.

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the phone number you gave when you set up your telemedicine visit. Please keep your phone nearby in case this is needed.

Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

- To learn more about telemedicine at UW Medicine, visit our website: www.uwmedicine.org/virtual-care
- If you need help setting up Zoom, call our service desk at **206.520.5100.**