

Your Telemedicine Visit

Getting ready for your appointment

UW Medicine
DIGITAL HEALTH



*Scan for a
digital copy of
this handout.*

What is a telemedicine visit?

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 uses a video service called Zoom for telemedicine visits.

What is Zoom?

Zoom lets you see and talk with someone far away. You can use it on a computer, tablet, or smartphone. It is free, and you do not need to create an account.

Your Safety and Privacy

Telemedicine visits are safe and private. Your photo and voice will not be recorded or saved. All your information is protected, just like it is when you come to the clinic.

Zoom follows HIPAA rules to keep your information secure. *HIPAA* (Health Insurance Portability and Accountability Act) is a law that protects your health privacy.



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

How to Prepare for Your Telemedicine Visit

- To have a telemedicine visit, you will need:
 - a computer, tablet, or smartphone with a camera that faces you, so your provider can see you.
 - an internet connection.
- Set up Zoom on your device before your first visit. See page 2 for step-by-step instructions.
- You can check your internet connection by visiting zoom.us/test to join a test meeting.

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

How to Start Your Visit

Before Your Appointment

Step 1. Find a quiet space

- Make sure your device is plugged in or fully charged.
- Give yourself at least 15 minutes to set up and get connected.
- 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.

Optional: If you have extra time before your visit, you can select “eCheck-in” in MyChart on your phone or computer. You can review and update your information.



Step 2. Download Zoom

- You only need to download Zoom once (unless you use a different device for future visits).
- To download Zoom Workplace:

On an iPhone: Download from the Apple App Store	On an Android phone: Download from the Google Play app	On a computer: Go to zoom.us/download
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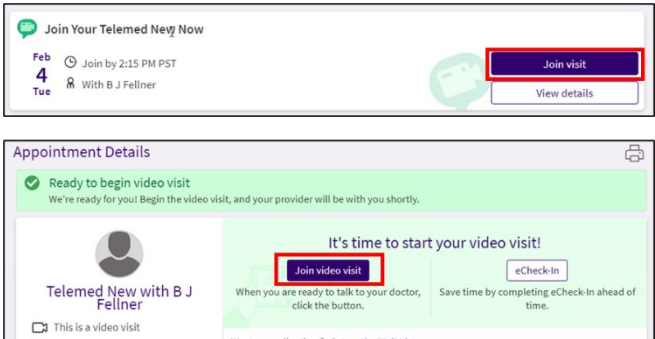
- Upgrade to the latest version if it is available.

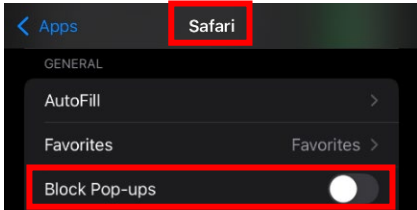
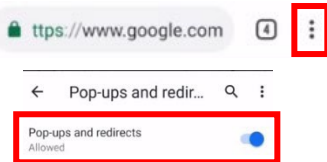
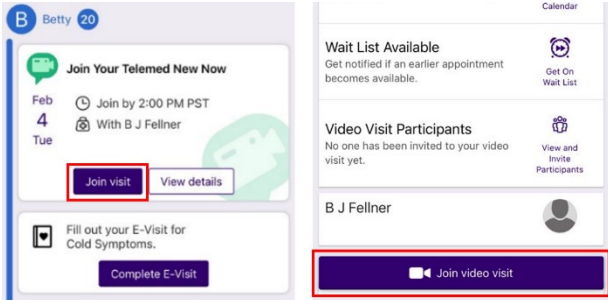
Step 3. Start Zoom

If you are using MyChart on your computer

Go to mychart.uwmedicine.org:

- Log into MyChart and click “Join visit.”
- Click “Join Video Visit.” This will start Zoom.



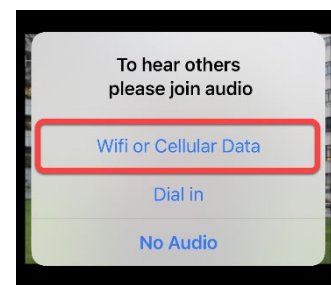
If you are using the MyChart app on your phone or tablet	• Allow pop-ups: For iPhone or iPad  1. Click on “Settings” 2. Click “Apps” 3. Click on “Safari” 4. Turn off “Block Pop-ups”  For Android:  1. In the Chrome app, click on the 3 dots at the top right 2. Click “Settings” 3. Click “Site Settings” 4. Click “Pop-ups and redirects” 5. Turn on (allow) “Pop-ups and redirects”  • Go to the MyChart App and log in. Upgrade to the latest version if it is available. • Click “Join visit.” • Click “Join video visit.” This will start Zoom. 
If you are using the text or email link	• On the day of your visit, we will email or text you a link for your appointment. Click on the link to go to the Zoom website. • Click Zoom Workplace to open the link (if prompted).

When Your Provider Joins the Appointment

Step 4. Connect the audio

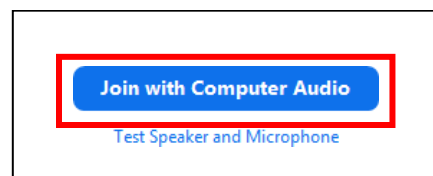
On your phone or tablet:

- We suggest using “Wi-Fi or cellular data”
- If you choose “Dial in” instead:
 - A list of numbers will appear. Pick any of these numbers to call.
 - The meeting and participant ID will fill in automatically.



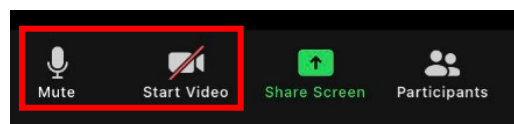
On your computer:

- We suggest choosing “**Computer Audio.**”
- If you use your phone for audio instead, choose “Phone Call” and a list of numbers will appear. Pick any number from the “Dial” section to call.
 - Type the meeting ID and participant ID when prompted.
 - Press # to continue.



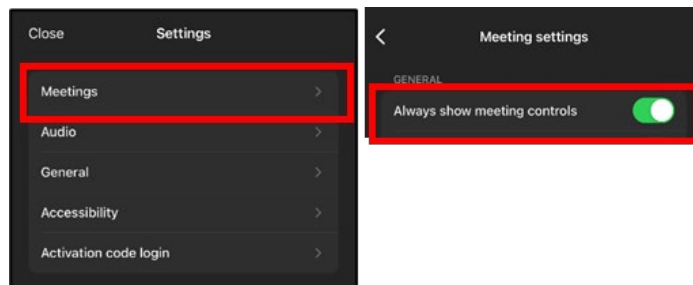
Step 5. Turn on Camera and Microphone

- Tap your screen or click inside the Zoom window. The toolbar will appear.
- Make sure your microphone and speakers are NOT muted. You may need to un-click the “**mute**” button.
- Make sure your video is started. You may need to click “**Start Video.**”



If you want to see the meeting controls at all times:

- Click on the settings icon (gear).
- Click on “Meetings.”
- Turn on “Always show meeting controls.”



Step 6. Start Your Visit

You are now ready to start your visit!

- **Waiting Room:** You might be in a “Waiting Room” for a few minutes while your provider gets ready to join. Please stay online. Thank you for your patience.
- **Stay near your phone:** If your provider has trouble seeing or hearing you, they might call you. Please keep your phone nearby.

