Preparing for your first Telehealth appointment

⇨ Your Telehealth appointment will be done via a video connection.
⇨ You need to have a computer, tablet or smartphone. Whichever you choose, it must have a front facing camera, so that your provider can see you.
⇨ You will use a program/app called Zoom to connect for your appointment.

> What is Zoom? Zoom is a health information (HIPAA) compliant video conferencing system that allows you to have a video visit with your UW medicine care provider.

⇨ Prior to your first telehealth visit, you will need to take some steps to set up Zoom. See steps below.
⇨ When your visit starts, we'll ask for an alternate contact number, in case you get disconnected.

If you have trouble or need assistance with set up, contact our service desk at: 206-520-8963.

You can find additional information about Telehealth at UW Medicine (including new patient forms) at the following link: https://www.uwmedicine.org/telehealth.

Prior to your first visit:

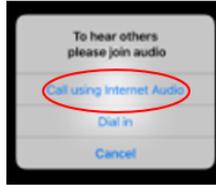|	
STEP 1	If you want to use a tablet or smartphone, you must download the Zoom app; from the Apple App Store or on Google Play.
STEP 2	You will receive a link via eCare or text, with information about how to connect to your appointment. When it is time for your appointment, follow this link to get to the Zoom website. Give yourself a few extra moments if you have never used Zoom before.
STEP 3	On a Computer: If prompted, choose to run Zoom. On a Smartphone/Tablet: If prompted, choose to use Zoom app to open the link. NOTE: Zoom is free to use. You do not need to create your own account.
STEP 4	You'll be asked to enter your name. Please enter your preferred First and Last name.

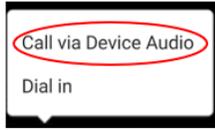| STEP 5	You'll be asked how you'd like to connect your audio/sound.

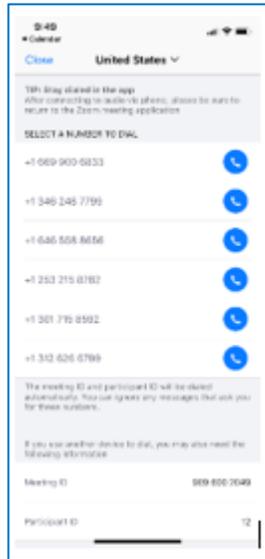**TABLET or SMARTPHONE:**

We recommend using:

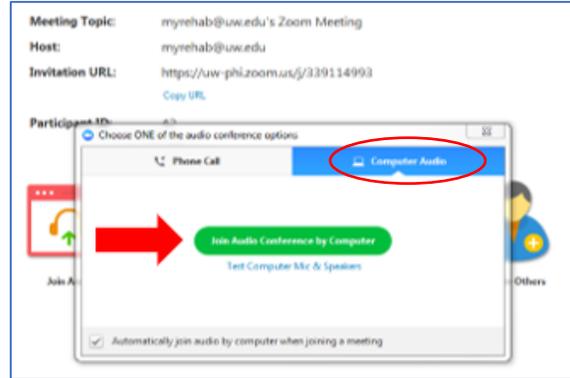*Internet Audio (iPhone)*   *Device Audio (Android)*

If you select *Dial In*, a list of numbers will appear. You may call any of them.

- You'll be asked to enter the meeting ID, followed by #.
- You may enter your participant ID (followed by #), or you can just press # to continue.

COMPUTER:
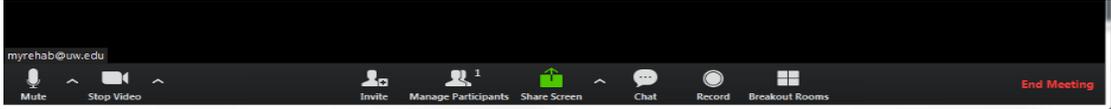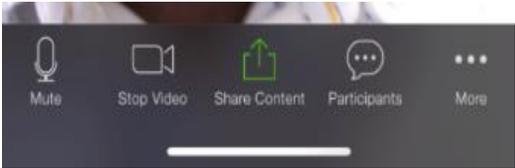
We recommend *Computer Audio*

If your computer doesn't have a microphone or speaker, you can use your phone for audio:

- Select "Phone Call". A list of numbers will appear. Call any one of these:

- You'll be asked to enter the meeting ID, followed by #.
- You may enter your participant ID (followed by #), or you can just press # to continue.

STEP 6	Check your settings.
	• Make sure your microphone and speakers aren't muted.
	• Make sure your video stream is started. You may need to click "Start Video" on the tool bar.
	The tool bar at the bottom of your screen should look like this:
	COMPUTER:
	(you may need to hover your mouse over the Zoom window for these to appear)
	TABLET or SMARTPHONE:
DONE!	You are now ready to begin your visit.
	NOTES:
	If your provider is having issues seeing or hearing you, they may contact you at the number that you provided to them at the beginning of your session.
	If you use the same device to connect on future Telehealth visits, you should be already set-up. You should only be required to do this set-up once for each new device.

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