

Zoom Telehealth Participant Guide

What is Zoom:

Zoom is a health information (HIPPA) compliant video conferencing system that allows you to have a video conference-based visit with your C.A. Counseling & Consultants provider. ***You do not need to purchase a Zoom account to participate in a Zoom meeting.***

What You Need to Get Started:

- Computer, tablet or smart phone
- A webcam or HD webcam (built-in or USB plug-in)
- Audio Capability:
 - Headphones or Headset with inline microphone - ***Strongly recommended for confidentiality***
 - OR
 - Microphone and Speakers (built-in or USB plug-in)
- An internet connection: wired, WiFi, or wireless (minimally: 3G or 4G/LTE)



Getting Started

Select your device

- Computer/laptop with **web camera**
 - No download is necessary
- Smart phone or device **with camera**
 - Download the Zoom App from the iTunes or Google Play app store

Ensure that you have good connection

- Can you watch a video from YouTube on your laptop/device? If yes, then your connection can handle a Telehealth appointment!





Test – Computer/Laptop

1. Click on this link to **test** Zoom from your computer or laptop:
[Test Meeting](#)
2. When prompted, launch the installer. You can also click on **Download and Run** at the bottom of the page.
 - If you clicked **Download and Run**, open the Zoom installer from your Downloads and click **Run**
3. Connect to audio through your computer and start your video to begin your virtual appointment.

Launching...

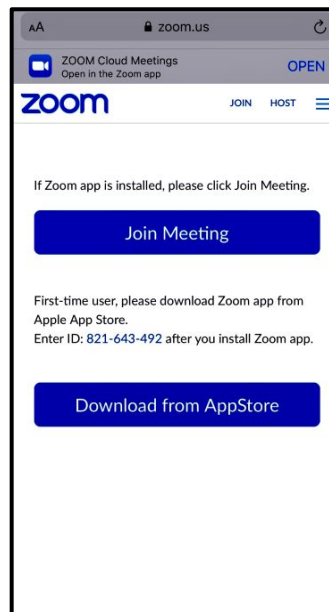
Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

Test – Smart Device

1. Click on this link to **test** Zoom from your smart device:
[Test Meeting](#)
2. You will be launched into the virtual meeting automatically. Make sure to enable audio and video connection.



Your Telehealth Appointment

Appointment Invitation

- Your appointment invitation will be sent via email **24-48 hours** prior to your scheduled appointment time.
- The email invite will be sent from: **invite@cacounselingconsultants.com**, please consider adding this email address to your contacts to assure it is not sent to spam.
- The invitation will be sent to the primary email address we have on file.
- If you have not received an invitation by the day of your appointment, please confirm the invitation is not in your email spam folder.
- If invitation is not located, please call our office @ 262-607-6390, or send an email office@cacounselingconsultants.com

Joining the Meeting

- On the day of the appointment, please click on the **Zoom** link from your email or calendar invite on your laptop/computer or smart device.
- If you haven't already downloaded Zoom, you will be prompted to download the Zoom software to use on your computer, tablet, or smartphone program before joining the meeting.
- Again, this software is free to use. You do not need to create your own account.

Kristi Austin is inviting you to a scheduled Zoom meeting.

Topic: Meeting w/ RC

Time: Mar 28, 2020 02:00 PM Central Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/843869053>

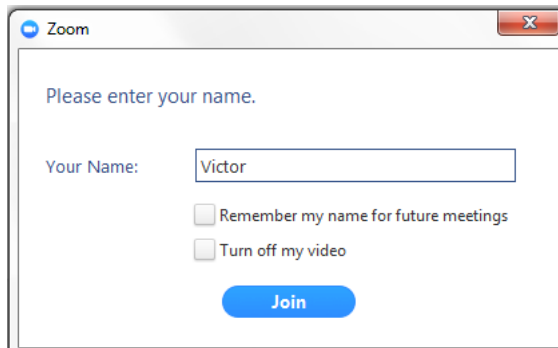
Meeting ID: 843 869 053



Joining the Meeting

- Once Zoom is installed and you have clicked your personalized meeting link, the *Join a Meeting* window displays.
- In the window, enter your first and last name in the *Username* field and then click the blue box, **Join**.

Computer

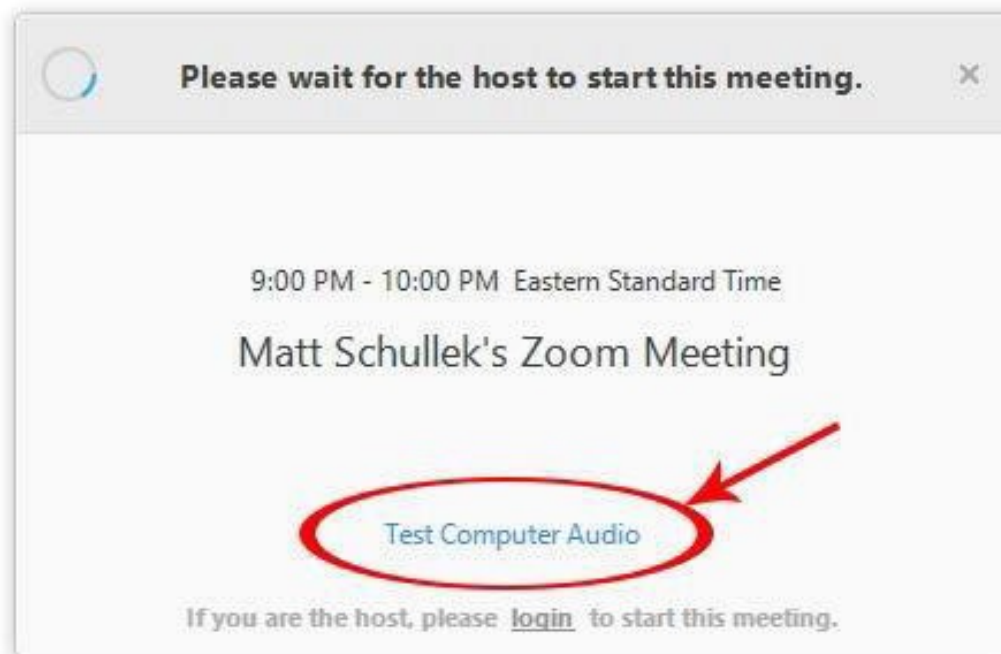


Smart Device



Virtual Waiting Room

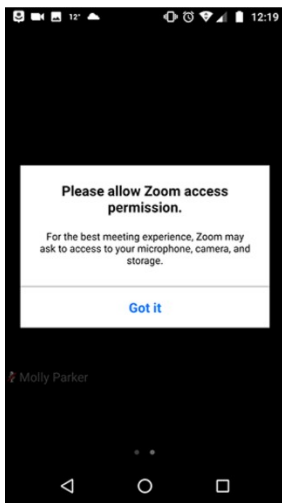
- If your Provider has not yet finished with the prior session, you will be presented with the following screen, the “Virtual Waiting Room.”
- We recommend that you check your audio settings while waiting for the meeting to start.



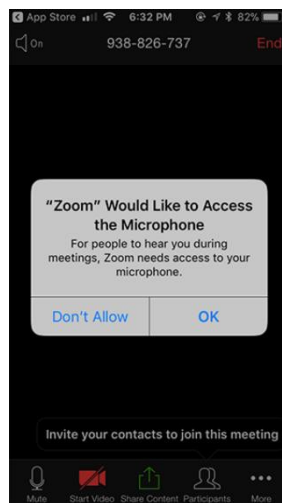
Audio Source

- The next prompt will ask you how you'd like the audio (sound source) for the meeting to be connected. It is best to connect by computer or the audio on your tablet or smart phone.

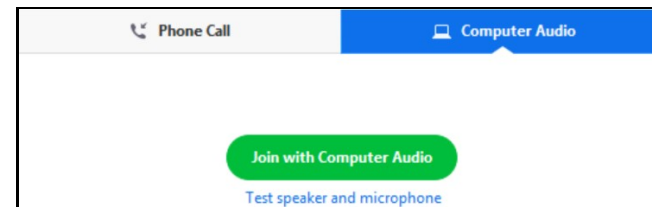
Android



ios



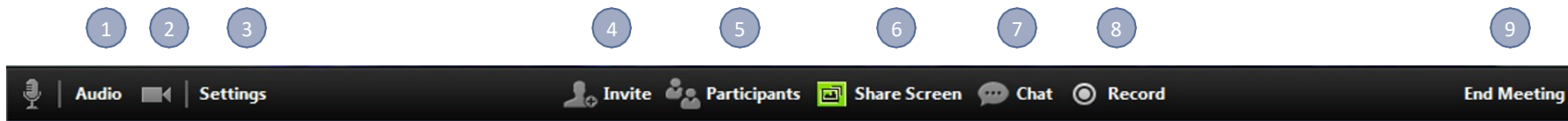
Computer



The Zoom Menu Bar

- The Zoom menu bar appears at the bottom of the Zoom window once the meeting begins.
- If you don't see the menu bar, move your mouse slightly and the bar will appear. (The bar disappears after a few seconds when in full-screen mode.)

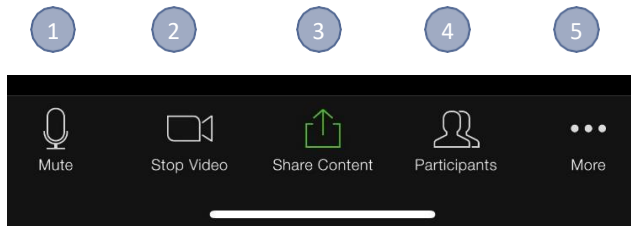
Computer Menu Bar:



Features:

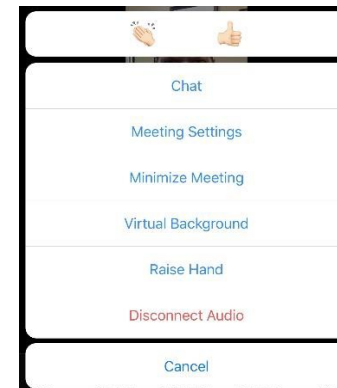
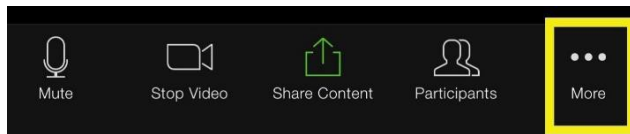
1. Mute/unmute your audio
2. Stop/start your video
3. Configure your settings for items such as audio and video
4. Invite more people to join by email, IM , SMS (mobile users) or meeting ID
5. View a list of participants
6. Share your desktop (everything you have open) or select a specific application to share (e.g., Microsoft PowerPoint or Excel)
7. Send a message to one person (private chat) or to all participants
8. Record the meeting (if you have been granted permission)
9. Leave or end the video meeting

Smart Device Menu Bar:



Features:

1. Mute/unmute your audio
2. Stop/start your video
3. Share your desktop (everything you have open) or select a specific application to share (e.g., Microsoft PowerPoint or Excel)
4. View a list of participants
5. Configure your settings for items such as audio and video



Telehealth Visit Quick Tips

Virtual visits are a convenient and easy way to meet with your health care provider from your home or a personal location of your choice.

Think about the best location for your virtual visit:

1 Privacy

Will other people be able to hear your conversation?

Choose a space where you feel you can talk openly.



2 Noise

Will there be any background noise or distractions?

Examples: Pets, TV/Radio, children, outdoor noise, etc.



3 Comfort

Will you be comfortable in the same location for the entire appointment?



4 Surroundings

Are there any personal items or clutter in the background?

Decorations/photos/furniture in the space behind you can be seen by your provider.

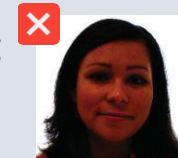


5 Lighting

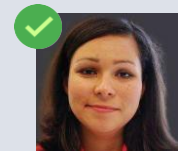
Have you considered the lighting in your room?

Too bright/too dark makes it hard for your health care provider to see you.

Have all lights and windows in front of you if possible.



Lighting behind you from windows or lights can create dark images and shadows.



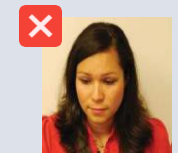
Lighting in front of you provides a clearer image.

6 Reminders

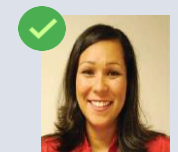
Make sure the camera is positioned directly toward your face at eye-level (not angled up or down).

Make sure your speakers are working, the volume is turned up and the microphone is not too close to the speakers.

Using headphones may help improve audio quality.



Position of the camera is too high for eye contact.



Position of the camera is at same height as your eye for good eye contact.