Get ready for your virtual visit

PacMed virtual visits are a safe, convenient way to receive care without coming to the doctor's office. Most visit types can be done through a virtual (or "telehealth") visit, so long as they don't require a physical examination. For your virtual visit, you will need:

- A stable internet connection.
- A quiet place for your visit.
- A working camera, microphone and speakers on your mobile phone or desktop or laptop computer (Windows or Mac). These may be built in or you can use an external plug-in camera and headphones.
- The camera should be able to see you at the same time as you see the screen, like taking a "selfie."
- If using mobile, you'll also need to download the free Zoom app onto your smartphone or tablet.

Zoom is a secure video conferencing platform that allows you to see your doctor. Our Zoom visits are encrypted, HIPAA-compliant, password protected (to admit only you and your provider) and regularly updated with additional security measures.

www.PacMed.org
1.888.4PACMED (1.888.472.2633)

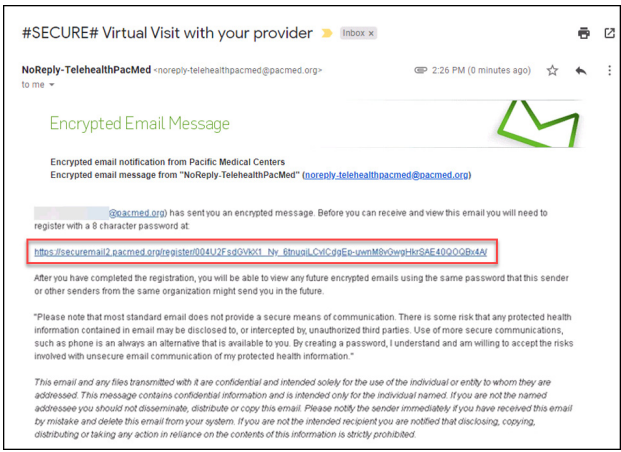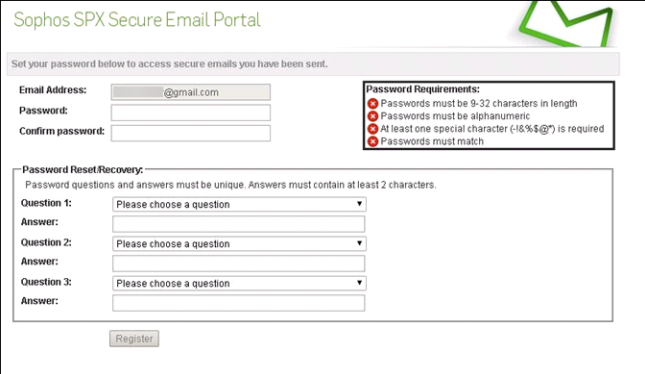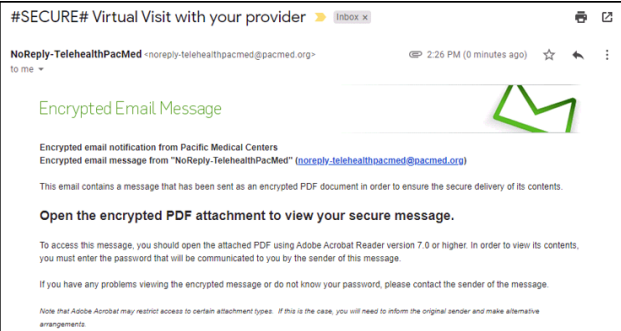pacific medical centers

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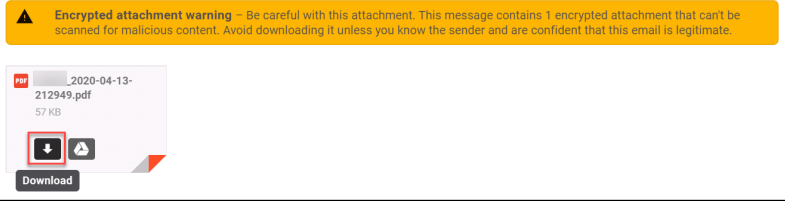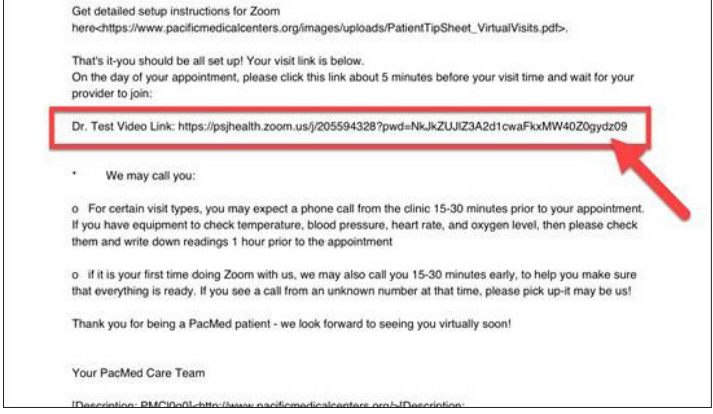
Please follow these steps in advance of your virtual visit:

We may call you on the phone 30 minutes before your visit to check you are set up. If you have trouble, please call your clinic or visit www.PacMed.org/telehealth.

Using a Mobile Device
Skip below if using a computer

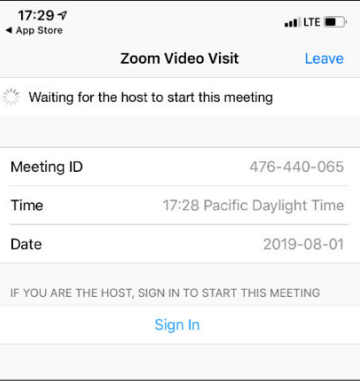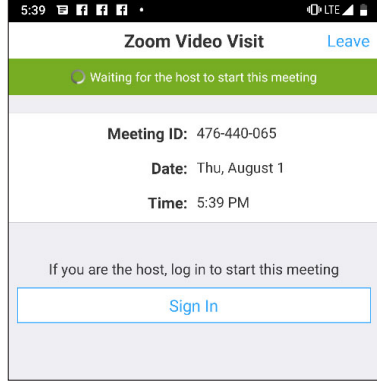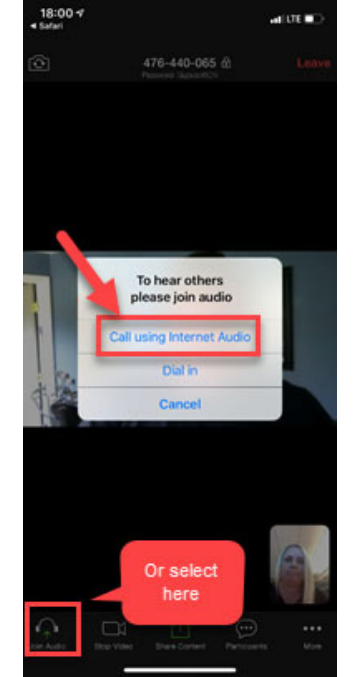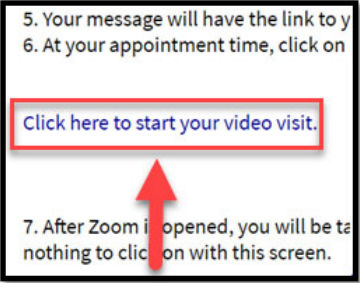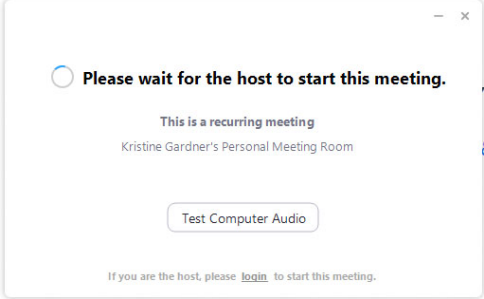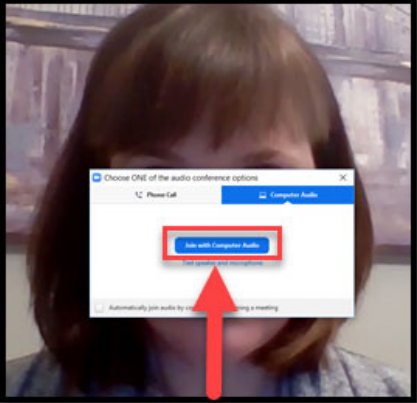| STEPS:		Screen Examples:
1.	**BEFORE APPOINTMENT** From your smart phone or tablet, go to the App Store or Google Play and search for the Zoom Cloud Meetings app; click "Get" or "Download." **Please allow access to camera and microphone if prompted.	
2.	**FOR YOUR APPOINTMENT** If you are not using MyChart, go to your email. Find the secure message from NoReply-Telehealth@Pacmed.org. Click the link to register and create a password. (If you registered previously, skip to #4). The email is protected for your privacy. If you have trouble, call us at 1.888.472.2633.	
3.	After clicking the secure email link, you will see the Sophos SPX Secure Email Portal. a. Set your password following the password requirements b. Set password recovery questions and answers. c. Click Register. You will receive a Registration Success email.	
4.	You will then receive an email with encrypted attachment and password reset links.	

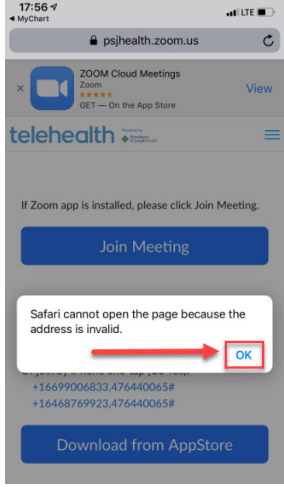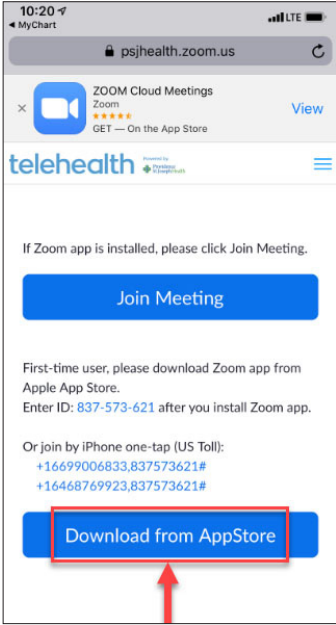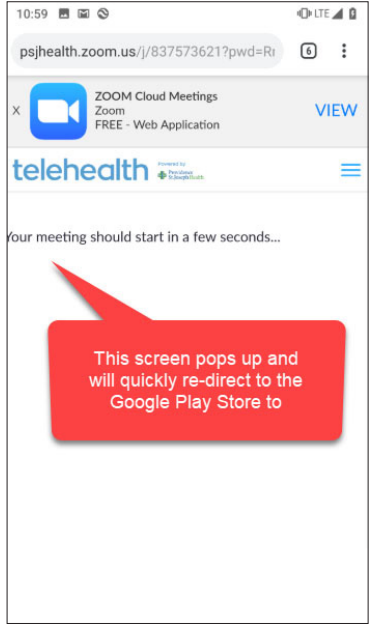|		
5.	Press on the PDF at the end of the email. Enter your password to open the secure PDF message.	⚠ **Encrypted attachment warning** – Be careful with this attachment. This message contains 1 encrypted attachment that can't be scanned for malicious content. Avoid downloading it unless you know the sender and are confident that this email is legitimate. 📄 PDF _2020-04-13-212949.pdf 57 KB ⬇ ☁ **Download**
6.	Read through the message. Five minutes before your visit, click on the web address following "[Your Dr.] Video Link:"	Get detailed setup instructions for Zoom here<https://www.pacificmedicalcenters.org/images/uploads/PatientTipSheet_VirtualVisits.pdf>. That's it-you should be all set up! Your visit link is below. On the day of your appointment, please click this link about 5 minutes before your visit time and wait for your provider to join: Dr. Test Video Link: https://psjhealth.zoom.us/j/205594328?pwd=NkJkZUJIZ3A2d1cwaFkxMW40Z0gydz09 * We may call you: o For certain visit types, you may expect a phone call from the clinic 15-30 minutes prior to your appointment. If you have equipment to check temperature, blood pressure, heart rate, and oxygen level, then please check them and write down readings 1 hour prior to the appointment o if it is your first time doing Zoom with us, we may also call you 15-30 minutes early, to help you make sure that everything is ready. If you see a call from an unknown number at that time, please pick up-it may be us! Thank you for being a PacMed patient - we look forward to seeing you virtually soon! Your PacMed Care Team [Description: PMCI0q0]<http://www.pacificmedicalcenters.org/>[Description:
7.	At this point, Zoom will automatically open, and you will be in a 'virtual waiting room.' Your provider will join you shortly. **There is nothing to click on this screen.	**iPhone Interface:** 17:29 ◀ App Store ᴵᴵᴵ LTE ▢ **Zoom Video Visit** Leave Waiting for the host to start this meeting Meeting ID 476-440-065 Time 17:28 Pacific Daylight Time Date 2019-08-01 IF YOU ARE THE HOST, SIGN IN TO START THIS MEETING **Sign In**	**Android Interface:** 5:39 ▤ ⓕ ⓕ ⓕ · LTE◢▮ **Zoom Video Visit** Leave ⟳ Waiting for the host to start this meeting **Meeting ID:** 476-440-065 **Date:** Thu, August 1 **Time:** 5:39 PM If you are the host, log in to start this meeting **Sign In**
8.	When your provider joins you, you will be asked to select an audio option. Select "Call using internet audio" or "Device Audio." You may also be asked to allow access to your microphone and camera. *If you don't allow this at first, you can still join by clicking "Join Audio" in the lower left corner of the screen. **If using an Android device, look at the bottom of the screen for the red video camera with a slash through it. You will need to click this to allow your video to be displayed.	**iPhone Interface:** 18:00 ᴵᴵᴵ LTE ▢ ◀ Safari 476-440-065 Leave To hear others please join audio **Call using Internet Audio** Dial in Cancel Or select here	**Android Interface:** 10:54 ▨ ⊘ ◉◼ LTE◢▮ 837-573-621 Password: Y13yFNWEDy Leave **Call via Device Audio** Dial in 🔊 ✕	▭⟋	⬆	💬	••• Audio Video Share Participants More

Using a Desktop or Laptop Computer

STEPS:	Screen Examples:
1.	**BEFORE APPOINTMENT** If you are not using MyChart, go to your email. Find the secure message from NoReply-Telehealth@Pacmed.org. Click the link to register and create a password. (If you registered previously, skip to #3). The email is protected for your privacy. If you have trouble, call us at 1.888.472.2633.	
2.	After clicking the secure email link, you will see the Sophos SPX Secure Email Portal. a. Set your password following the password requirements b. Set password recovery questions and answers. c. Click Register. You will receive a Registration Success email.	
3.	You will then receive an email with encrypted attachment and password reset links.	
4.	Place your cursor over the PDF at the end of the email and click on the down arrow to download the PDF. Enter your password to open the secure PDF message.	
5.	Read through the message. Five minutes before your visit, click on the web address following "[Your Dr.] Video Link:"	

6.	**FOR YOUR APPOINTMENT** At the time of your appointment, click on the link that says "Click here to start your video visit."	5. Your message will have the link to y 6. At your appointment time, click on Click here to start your video visit. 7. After Zoom i opened, you will be ta nothing to clic on with this screen.
7.	Zoom Cloud Meetings will launch automatically, and you will be taken to a "virtual waiting room." *There is nothing to click on during this time*	Please wait for the host to start this meeting. This is a recurring meeting Kristine Gardner's Personal Meeting Room Test Computer Audio If you are the host, please login to start this meeting.
8.	You will be admitted to the session once your provider joins. You may be prompted to allow access to your microphone and camera.	

TROUBLESHOOTING for SMART PHONES AND TABLETS

1.	If you have not already downloaded the Zoom app ahead of time, you may see this screen first saying "Safari [or your browser] cannot open this page…" Click 'OK' *Clicking "Join Meeting" will not work. Once you have the Zoom Cloud app downloaded, you'll need to return to MyChart in-box and open the email described in steps 5 and 6. Zoom will automatically activate at that point.		
2.	This screen pops up and you need to select the blue "Download from AppStore" button. Android phones will automatically redirect to the Google Play store to download Zoom. If you still have trouble, please call your clinic or visit www.PacMed.org/telehealth.	**iPhone Interface:** 	**Android Interface:**