telehealth Powered by Providence St. Joseph Health

Step-by-Step Guide for Virtual Visits

FOR: PATIENTS

TEPS: OPTION 1 Jsing a Mobile Device & AyChart		Screen Examples:	
1.	Day before your appointment From your smart phone or tablet, go to the app store and search for the MyChart app; download to your device. Verify you can login to your region without difficulty.	MyChart	
2.	Day before your appointment From your smart phone or tablet, go to the app store and search for the Zoom Cloud Meetings app; download to your device. **Please allow access to camera and microphone if prompted.	ZOOM Cloud Meetings Business ***** ***** 16.4K	
3.	Test your device Go to psjhealth.zoom.us and click the Test Audio/Video green button. You will be redirected to the Zoom device testing page. Click the blue Join button to test your device.	Image: state to prove the state to prove	











When your provider joins the video appointment and you are admitted from the "waiting room," you will be asked to join audio.

Click one of the following: CALL USING INTERNET AUDIO or CALL VIA DEVICE AUDIO

11. *If you don't allow this, or accidentally hit cancel, you can still join by clicking "Join Audio" in the lower left corner of the screen.

*You may also be asked to allow access to your microphone and camera.

iPhone Interface:



<text>

Android Interface:



STEPS: OPTION 2 Using a Mobile Device & Reminder Text

Screen Examples:

Day before your appointment From your smart phone or tablet, go to the app store and search for the Zoom Cloud Meetings app; download to your device. **Please allow access to camera and microphone if prompted.	<image/>
Test your device Go to psjhealth.zoom.us and click the Test Audio/Video green button.	0956 Image: Construction of the meeting with Zoom Support telehealth Image: Consultations - Patient Entrance - Connect to Provider Tele Audio/Vdor Tele Audio/Vdor
You will be redirected to the Zoom device testing page. Click the blue Join button to test your device.	

Day of appointment

Open the reminder text you received two days prior to your appointment and click on the link in the text

'app.providence.org/...' to open the web page that contains the link to the video visit



Once on the web page, click the bolded hyperlinked text 'here to launch your Video Visit' to start your video visit

Your mobile device will then launch the secure Zoom session for your video visit

+ × ← → C 🏠 🗋 file:///C:/Providence/APPT_REMINDERS/zoom_link/ … 🖂 🏠 👱 🛝 🗉 📽 😑 🌣 Most Visited 🛛 🍯 Getting Started Other Bookmarks PROVIDENCE Health & Services DANIEL This is a reminder of your Virtual appointment on Tuesday, March 23 Please click here to launch your Video Visit at your scheduled appointment time. + Appt Time: Tuesday, March 23, at 10:30 AM Contact DETAILS Providence Newmg Colville General Surgery

4.

3.





When your provider joins the video appointment and you are admitted from the "waiting room," you will be asked to join audio.

Click one of the following: CALL USING INTERNET AUDIO or CALL VIA DEVICE AUDIO

8. *If you don't allow this, or accidentally hit cancel, you can still join by clicking "Join Audio" in the lower left corner of the screen.

*You may also be asked to allow access to your microphone and camera.

iPhone Interface:







STEPS: OPTION 3 Screen Examples: Using a Mobile Device & Email Day before your appointment **ZOOM Cloud Meetings** From your smart phone or OPEN T Business **★★★★★** 16.4K tablet, go to the app store and search for the Zoom Cloud Meetings app; download to 1. your device. **Please allow access to camera and microphone if prompted. Test your device Go to psjhealth.zoom.us and telehealth telehealth click the Test Audio/Video green button. Telehealth Consultations - Patient Entrance -2. You will be redirected to the Zoom device testing page. Click the blue Join button to test your device.

Day of appointment Open the email you received **PROVIDENCE** Health & Services from "DONOTREPLYMYCHART" with subject line: Join your One Teletest has a scheduled video visit with their healthcare provider on 7/27/2021 at 1:20 PM PDT. video visit with your healthcare Please join the video visit at least 10 minutes before your appointment. When you're provider and click on the ready, click this link the this link can only be used for this visit. hyperlinked text "here" to Click here for step by step instructions on how to set-up your device. launch your video visit. If you have any questions, please contact your clinic or the video visit support line at 844-943-1076 (open 7am to 8pm PST). 3. Thank you, Your Care Team Manage your care from anywhere. Download our app and start today. Available on the ANDROD APP ON Google play e emails from MyCha PROVIDENCE Health & Services If you haven't already 10:46 downloaded the Zoom app, 🔒 psjhealth.zoom.us AА you can do so now (A) example to the right. zoom Support English -You'll be redirected to the app A store, download the app and First time using Zoom follow instructions from STEP 2 Download from App Store above. Enter meeting ID 964 7200 4852 after you install Zoom app 4. If Zoom app is installed, launch meeting B If you have previously Or join by iPhone one-tap (US Toll): +13462487799,96472004852# downloaded the Zoom app, +16699006833,96472004852# launch it from (B) example to +12532158782.96472004852# +13126266799.96472004852# the right. +16468769923.96472004852# +13017158592 96472004852#





When your provider joins the video appointment and you are admitted from the "waiting room," you will be asked to join audio.

Click one of the following: CALL USING INTERNET AUDIO or CALL VIA DEVICE AUDIO

7. *If you don't allow this, or accidentally hit cancel, you can still join by clicking "Join Audio" in the lower left corner of the screen.

*You may also be asked to allow access to your microphone and camera.

iPhone Interface:



<text>

Android Interface:



STEPS: Using a Desktop or Screen Examples: Laptop Computer and MyChart DAY BEFORE APPOINTMENT Please select your region. From your desktop or laptop computer's browser, type in https://www.providence.org/, and select your region of service. 1. Click on the **MyChart** icon, top right for most regions, and proceed to MyCha PROVIDENCE Health & Services log in to your MyChart account. Oregon and Southwest Washington wirus (COVID-19) Advisory: Please help us limit exposure. Learn more about COVID-19 and where to go if you have concerns updated guidelines for hospital visitors as part of our precautions during the COVID-19 outbreak For Southern CA, select My Account, a drop down list will appear, and select MyChart and log Coronavirus undate MyChart (i) Your safety is our pr in to your account. Providence Find a Location A CONTRACTOR OF THE OWNER *This process is to verify that you can log in without difficulty on the day of your appointment.



	Click the BEGIN VIDEO VISIT when	Click the BEGIN VIDEO VISIT when			
	you are ready to join your visit.	Appointment Details	ā		
6.		 Control Control Contented Control Control Control Control Control Control Contro	In your visit! Ccheck In Save time by completing eCheck-in ahead of time. logy Barnes Rd. d and merge onto SW Baltic Avenue "SW Barnes Rd, portland OR 97225. In Mother uite 395. It to test the device (laptop, PC, tablet or mobile te for instructions on how to test your device.		
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.	Choose ONE of the audio conference options Phone Call Computer Audio Join with Computer Audio Test Speaker and Microphone Automatically join audio by computer when joining a meeting			
9.	Proceed with Virtual Visit. Once the visit is done, CLICK LEAVE/END to exit the virtual visit.	Security Participants Chat Share Screen Reactions	End		



