







# Telehealth Visits

**AT THE ASHE CENTER**

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# Pre-visit checklist

## FOR TELEHEALTH PATIENTS

Have the following information ready for your provider if possible:

### CHECKLIST

Primary Care Provider (PCP)	
Temperature	
Blood Pressure	
Weight	
Current Medications <i>Please bring your medication bottles to your Zoom visit</i>	
What medications do you need refilled, if any?	

The following might also be helpful during your visit:

- 1 Flashlight.
- 2 Additional smart device (if you are using your computer for the call) with a camera.



# Finding a private space

## 1 Think about the setting.

Though it might be difficult right now to find a quiet location in your home if you're quarantined with others, **do your best to find a quiet, well-lit corner** that will allow you a measure of privacy and a secure Internet connection. You don't want your virtual appointment interrupted by your roommate, your parents, the kids or the dog, so find a quiet spot for your consultation. In addition, **turn off the TV or any music** so your call is not interrupted by ambient background noise. You may want to **use headphones** to further reduce outside noise and increase privacy during your video visit. Although a wired Internet connection is preferred, if the most private place in the house is a closet or pantry, make sure your Wi-Fi connection reaches that far and will support a video conference.

## 2 What to avoid.

**Don't sit outside**, as there's always extra noise and potentially wind noise that will interfere with the call. Sitting outside or in a busy location also compromises the privacy of your visit. **Avoid positioning yourself in front of a bright window**, as that obscures the view the provider will have of your face. Position your device so that your face is centered in the middle of the screen and the webcam is at eye level, so that your provider can see your eyes. Use a stand to keep the device still.

## 3 Consider having someone join you.

Depending on the type of visit you'll be having and what will be discussed, it might be helpful to have a trusted relative or friend sit in on the call with you **to help take notes or to raise other concerns with the provider** if you forget something. They can help troubleshoot any technical issues, or sit in on future appointments to smooth over any communication mishaps due to connectivity issues.

*Have patience with the process. If you are not comfortable with technology or find that it's difficult to communicate naturally or privately with your provider, ask to use the chat feature in Zoom. You or your clinician may utilize Zoom's chat or share screen features, should you experience any communication difficulties.*

# Other things to note:

As you will not be in the same room as the health care provider, their examination and evaluation **will not be the same** as a direct patient/health care provider visit.

As with any technology, there are potential risks to this technology, including interruptions, distortions, and technical difficulties. If you or the provider feels that the videoconferencing connections are not adequate for the situation, either of you can discontinue the telemedicine consult/visit. Similarly, it is possible that parts of some examinations **cannot be accomplished** via teleconferencing and your provider may let you know you need an in person visit.

Ashe takes protecting our patients' privacy very seriously. Accordingly, we are using an **encrypted method of communication** and have HIPAA business associate agreements in place with all vendors and contractors required to facilitate the telehealth communication. That said, it is possible, even if very unlikely that our systems, or the systems of the contracted vendors, might be compromised and there is never no risk with electronic data. As always, **you retain all HIPAA rights** as detailed in Ashe's Notice of Privacy Practices.



# Scheduling a Zoom Meeting

This guide will review how to join a scheduled Telehealth Zoom Video Visit with your provider. Zoom is a **HIPPA-compliant (private and secure) platform** that will allow you to meet with the provider from your computer or mobile device.

You may receive a **bill for the services** you have received during this telehealth visit.

## DOWNLOADING ZOOM

Prior to your telehealth video visit, you can **download the Zoom app**. Otherwise, you will be prompted to download and install Zoom when you click a join link. To download:

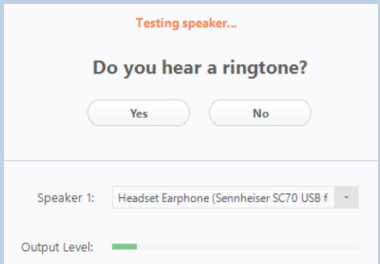
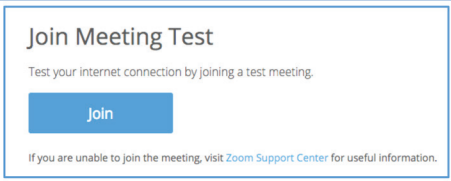
**DESKTOP COMPUTER:**  
Simply visit:  
[zoom.us/download](https://zoom.us/download)

**MOBILE DEVICE:**  
Zoom is available on both the Apple Store and Google Play.

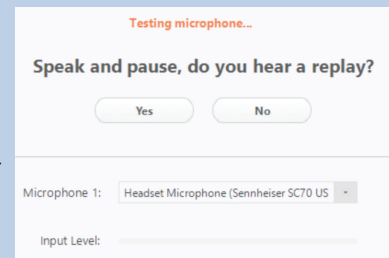
## JOINING A TEST MEETING

Prior to your telehealth video visit, join a test Zoom meeting to familiarize yourself with Zoom and test your microphone/speakers.

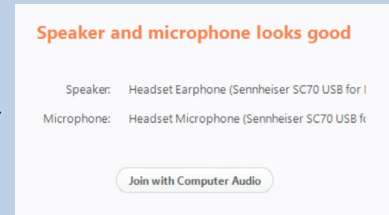
- DESKTOP COMPUTER:**
- 1 Visit: [zoom.us/download](https://zoom.us/download)
  - 2 Click the blue **JOIN** button to launch Zoom. →
  - 3 When prompted by your browser, click **Open Zoom Meetings**. If you don't have Zoom installed on your computer, follow the prompts to download and install Zoom.
  - 4 The test meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click **No** to switch speakers until you hear the ringtone. Click **Yes** to continue to the microphone test. →



- 5 If you don't hear an audio reply, use the drop-down menu or click **No** to switch microphones until you hear the replay. Click **Yes** when you hear the replay.



- 6 Click Join with Computer Audio.

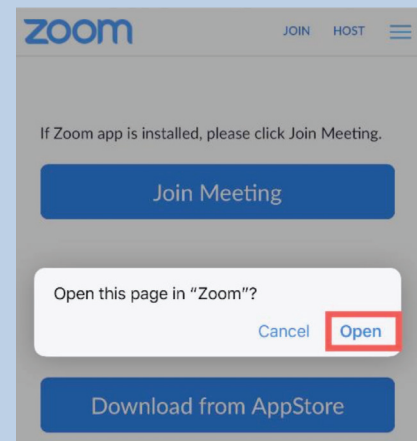


- 7 Click Join with Computer Audio to join the test meeting with the selected microphone and speakers.

- 8 You will join the test meeting as an attendee. Please take the opportunity to familiarize yourself with the audio and video controls.

## MOBILE:

- 1 Download and launch the Zoom app (iOS or Android).
- 2 Visit [zoom.us/test](https://zoom.us/test).
- 3 Click **Join Meeting**, then Open to launch the test meeting in the mobile app.
- 4 You will join the test meeting as an attendee. Please take the opportunity to familiarize yourself with the audio and video controls.



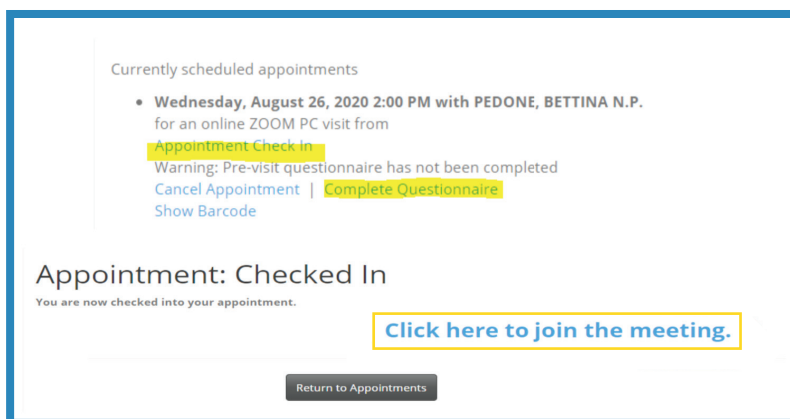


# Logging into your appointment

On the day of your video visit, you will sign into the Zoom session and **wait for the provider to arrive.**

The visit will start when the provider arrives. (You may have to wait a few minutes). **Please log in 10 minutes prior** to your appointment to be sure your camera and microphone are working.

- 1 To join from your computer or mobile device, log onto your Patient Portal and click on appointments. Be sure to complete the questionnaire, then click on Appointment Check-in.



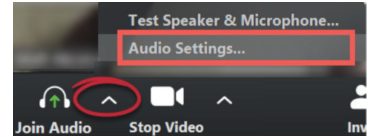
- 2 For mobile devices, you will be prompted to download the Zoom app if not already installed. Desktop computer users may need to click **Allow** or **Run** depending on the web browser.





# Troubleshooting

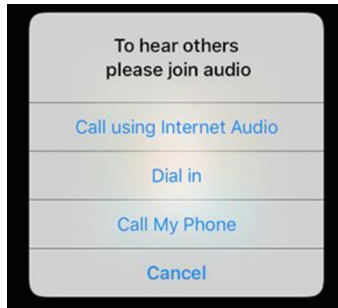
If the audio quality is poor, try switching between computer and phone audio. To change audio settings during the meeting, click the up arrow next to Join Audio at the lower left, then select Audio Settings. →



## IPHONE + IPAD

When joining the meeting from an iOS device, you will see the following prompt.

Select one of the options to connect to audio. →



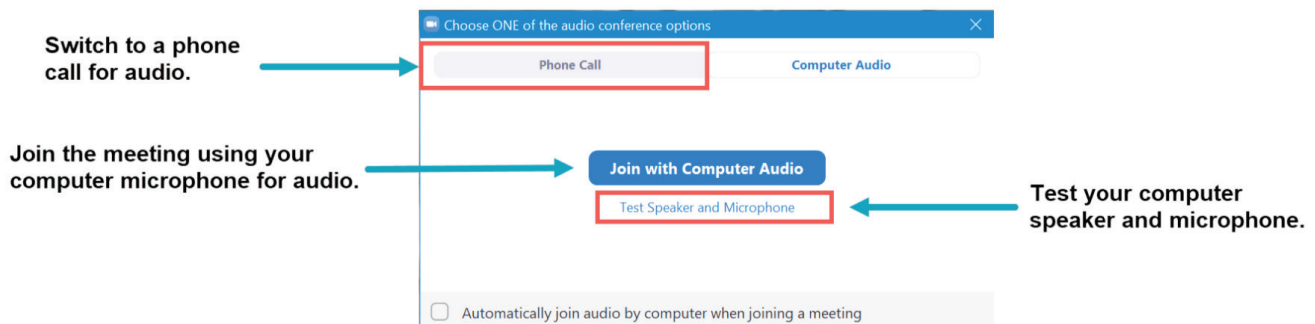
## JOINING FROM MULTIPLE DEVICES

If you have multiple camera devices available (e.g. computer with webcam and smartphone), your provider may ask you to join the video visit from both devices to allow for a secondary camera during the exam. In this case, you only need to connect the audio from one of the devices.

## DESKTOP COMPUTER

When joining the Zoom meeting from a desktop computer, you will be prompted to select whether you want to use computer audio (requires microphone) or connect to audio via a phone call.

Select the button **Join with Computer Audio** to connect using your computer microphone. To test your equipment, click **Test Speaker and Microphone**.



When selecting the **Phone Call** tab, a list of phone numbers will appear. To connect to the video visit, call any of these numbers, then enter the Meeting ID and Participant ID (these are unique for every meeting).

Once you are connected to the phone audio, click the **Done** button to proceed with the video visit.