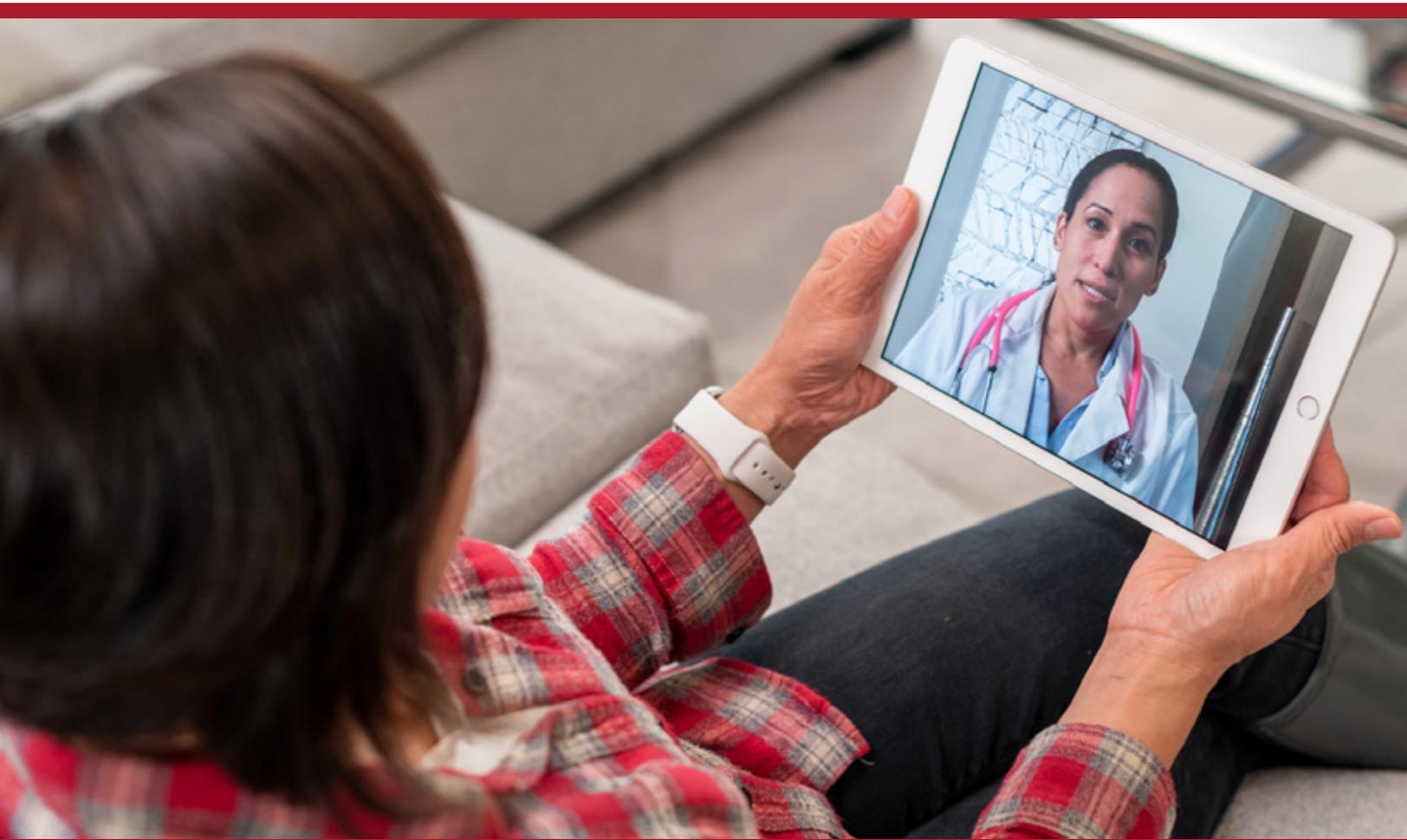


How to Join

Your Upcoming Telehealth Appointment



If this is your first telehealth appointment with us, there is a program called Zoom that you need to install prior to joining your session. If you have already set up Zoom, you can skip to “Joining Your Telehealth Session.”

Instructions for installing on YOUR DEVICE

Follow the step-by-step instructions to install Zoom software.

Desktop

Step 1

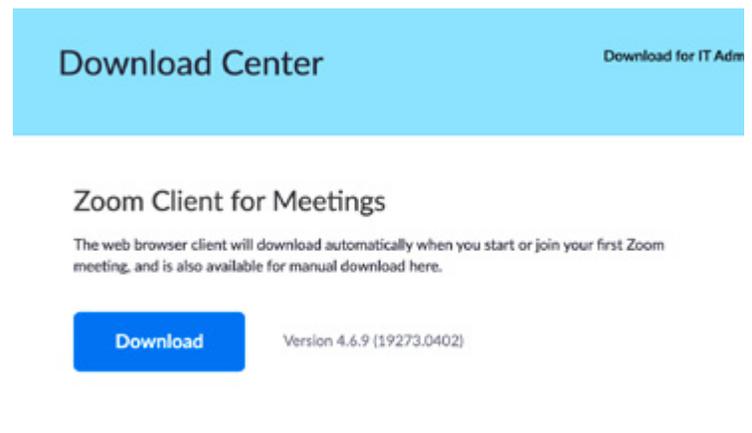
Visit <https://zoom.us/download>.

Step 2

Click the blue “Download” button under “Zoom Client for Meetings.”

Step 3

Open or run file and follow instructions as prompted.



Mobile

Step 1

Tap the “Download” button for your device on the left or visit <https://zoom.us/download>.

Step 2

Tap the Zoom link.

Step 4

Select “ZOOM Cloud Meetings” and follow instructions as prompted.

JOINING YOUR TELEHEALTH SESSION

Instructions for all Devices

Now that your device is ready with the required Zoom software installed, access the confirmation email a member of our staff sent you and click the link in your email.



PLEASE NOTE:

If you are on a desktop or laptop, be sure to start your visit from the window that opens automatically when you click the link in your confirmation email from us.

Step 1

Click or tap the “Join” link in your email.

Hello MARC BERN,

You are scheduled for a telemedicine appointment with GEORGE BRC

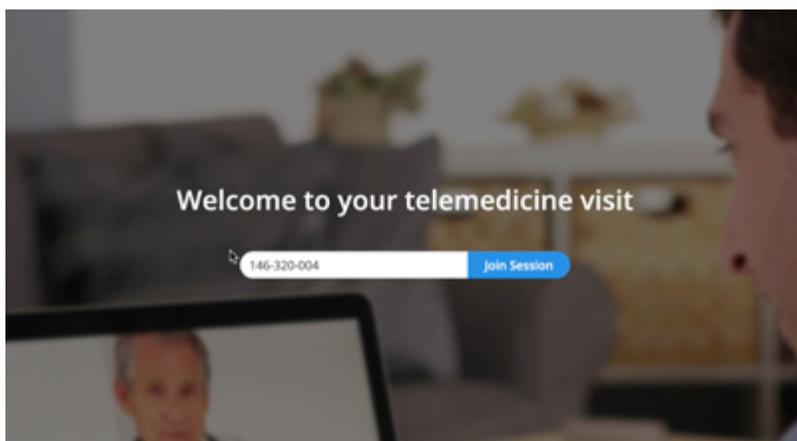
When: Monday, April 13, 2020 at 04:00 PM (UTC -7 Mountain Standard Time)
We recommend that you join 60 minutes before your appointment time.



Join from your PC, Mac, iOS or Android device: <https://dsj-telemed-01.zoom.us/j/91911111111>

Visit Code: 146-320-004

If you have questions or need help, please contact us by phone: (800) 444-4444



Step 2

Your session ID should prepopulate in the window.

Click or tap the “Join Session” button.

Step 3

Read and agree to the terms and conditions.

Click or tap “I Accept.”

Accept Conditions

Terms and Conditions of use

If you think you may have an emergency situation call 9-1-1. Do not use Patient Portal for emergencies.

We are pleased to offer you information via this web-based application called Patient Portal. We think it is important for you to know how we handle information we communicate via the Internet and what you can do to keep your information secure. We reserve the right to revoke access at any time, for any reason, with or without cause. Default Legal Information

Back

I accept

Card Number:*  12345678912345678

Expiry Date:* 4 2022

CW: ? 432

Step 4

If prompted, follow the prompts to make a credit card payment. Your card will be charged for the amount at the end of the visit.

Step 5

Enter a brief reason for your visit, then click or tap “Enter Waiting Room.” Pick a comfortable chair in a quiet setting and wait for us to start your visit. You can join the meeting a few minutes early.

Enter Waiting Room

Click Enter Waiting Room to continue. The doctor will join you soon.

I need a consultation.

Back

Enter Waiting Room

The Doctor is ready and waiting.

Exit to home page

Join

Step 6

When we start the session, click or tap the “Join” button.

You should now be on the call, able to see your face in the little window. You should also be able to see, hear and talk to your provider.

If you get disconnected, rejoin by clicking or tapping the link in the confirmation email and follow the same process.

Once your visit is complete, we will end the session. You can then close the telehealth screen or program on your device. Any further contact with the provider will need to go through our office.

For any additional questions, contact our office.

Oh, by the way...

We have a video that takes you through these same steps, but with more in-depth detail and graphics. [Watch the video here.](#)