

## ***Patient Instructions for Televisits using Zoom***

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### **If you want to access the video visit from an iOS or Android mobile device or tablet:**

- o Download the Zoom app by searching “Zoom” within the iOS or Google Play app store
- o Allow the app to access your microphone and camera
  - If you do not do this, you will not be able to speak to our clinical team and our team will not be able to see you. If this is the case, the video visit will not occur.
- o In the app, click on the Join icon and enter the meeting ID and passcode that was supplied to you
  - If you received a text message with a direct
- o Wait for the video visit to start by the clinical team
  - By joining the Zoom meeting, you are placed in the virtual waiting room. The video visit will begin when one of our clinical team members admit you into the virtual exam room.
  - You are successfully logged into the meeting when you see the following text: “Welcome to JIB Medical's Telehealth Connection. Your doctor will be with you shortly. If you need assistance, please call us at (718) 591-2014. If you have completed your visit, you can close the meeting. We look forward to seeing you again.”

### **If you want to access the video visit from a computer:**

Note: You must have a speaker/earphones, microphone, and webcam attached to the computer to be able to speak with our clinical team. If this is not the case, the video visit will not occur.

- o Download the Zoom app at the following link: <https://zoom.us/download>
- o Launch the app and click on Join a Meeting
- o Enter the meeting ID and passcode that was supplied to you
- o Wait for the video visit to start by the clinical team
  - By joining the Zoom meeting, you are placed in the virtual waiting room. The video visit will begin when one of our clinical team members admit you into the virtual exam room.
  - You are successfully logged into the meeting when you see the following text: “Welcome to JIB Medical's Telehealth Connection. Your doctor will be with you shortly. If you need assistance, please call us at (718) 591-2014. If you have completed your visit, you can close the meeting. We look forward to seeing you again.”