

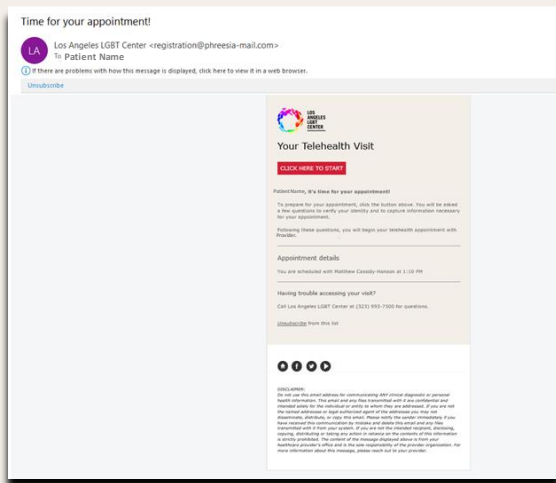
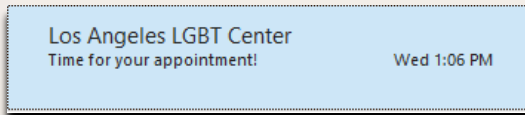


Launching Zoom Telehealth Reference Guide - Patient

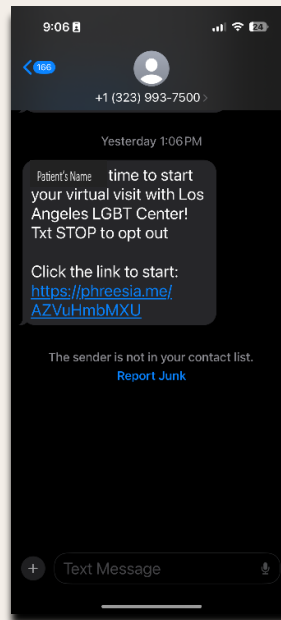
Step 1

You will get a notification in your **email**, computer, and/or **text**, mobile device, about your upcoming virtual visit with your provider.

Email Notification:



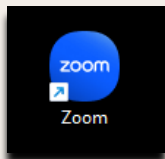
Mobile Notification:



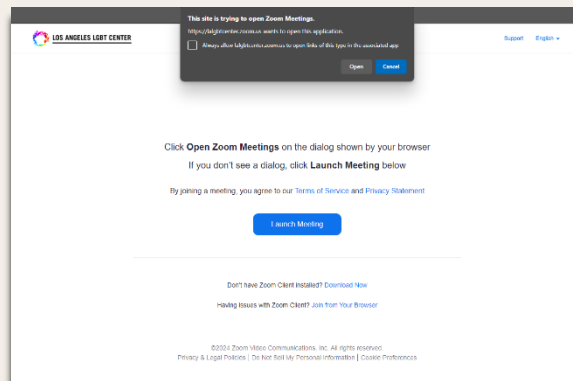
Step 2

****NOTE**** You will be prompted to install the Zoom application or launch from your web browser on your desktop and/or mobile device to conduct this virtual visit with your provider in the steps below. If you already have Zoom, great! You won't need to download Zoom again for future virtual visits.

App:



Web Browser:





Step 3

Click on the **email** or **text message** to start the workflow for your virtual visit with your provider.

The screenshot shows a mobile interface for a telehealth appointment. At the top, there is a person icon, followed by the text "Welcome, Patient Name". Below this, it states "You are scheduled for a telehealth appointment" at the "Los Angeles LGBT Center" on "Wednesday, April 3, 2024" at "01:10 PM" with "Your Provider". There is a language selection button labeled "Español". A section titled "Here's what we need to do today:" contains a vertical list of steps: "Verify who you are" (which is the current step), "Review your information", and "Optional Phreesia Authorization". A red "Get Started" button is positioned at the bottom of the list.

Step 4

Complete the steps to verify yourself.

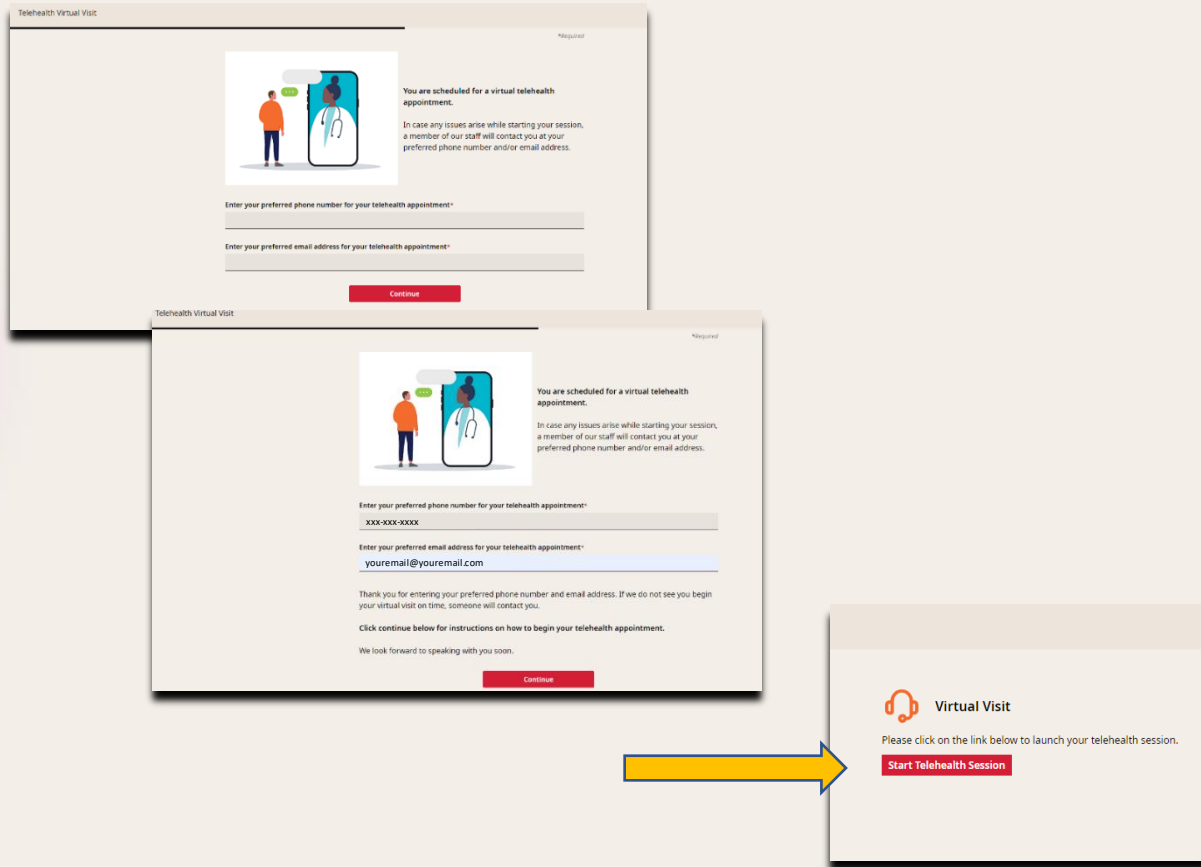
The first screenshot shows the "Verify Who You Are" screen with the instruction "Please enter the patient's date of birth" and a text input field with the placeholder "MM/DD/YYYY". A red "Verify" button is located below the input field.

The second screenshot shows the same screen with the instruction "In order to complete the verification process we will send you a security code to enter." Below this, there is a dropdown menu for selecting a phone number (placeholder "xxx-xxx-xxxx") and radio buttons for "Text" (selected) and "Voice". A second text input field for confirming the phone number (placeholder "xxx-xxx-xxxx") is also present. A red "Send security code" button is at the bottom. A small disclaimer at the bottom reads: "By clicking 'Send security code', I acknowledge that I will receive a Text message at the phone number I have entered above."



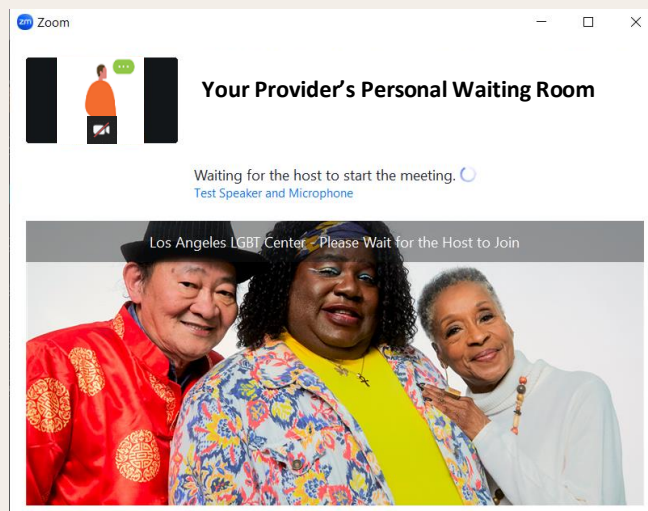
Step 5

Clicking on **Start Meeting** will go to **Zoom** and then they will see this pop up asking to **Admit patient** to the meeting. **Click on Admit.**



Step 6

You will then go to your provider's virtual waiting room. **(NOTE: Make sure you do NOT leave the video session. This will end the session with the provider.)**





Step 7

Once the provider joins the virtual visit, you will be connected to your virtual visits.

(NOTE: Make sure you do not End the video session. This will end the session with the provider.)

