



Patient Guide to Using Zoom for Medical Televisits

You can now schedule medical televisits with Vibrant Health providers for certain visits. This allows you to meet with your health care provider through a video meeting instead of meeting face-to-face.

To schedule a televisit, call us at 913.342.2552.

Downloading Zoom

1. For the best experience, it is recommended to download the free Zoom app on Google Play or the Apple App Store. You can do this by typing in *Zoom* in the search field and installing.

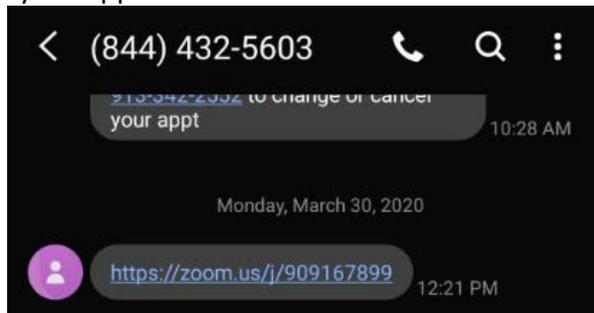


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2. You can also use Zoom through Google Chrome by typing <https://zoom.us/> into your Chrome browser.

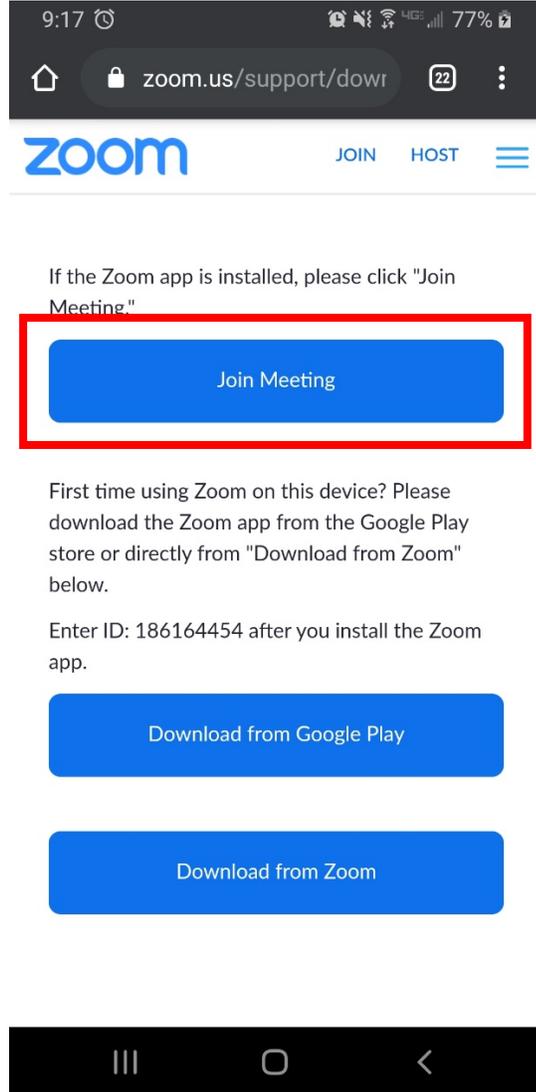
Joining Your Appointment:

1. When you schedule a televisit at Vibrant Health, we will text you a link which is how you will join your appointment. You will need to click on this link at the time of your visit.

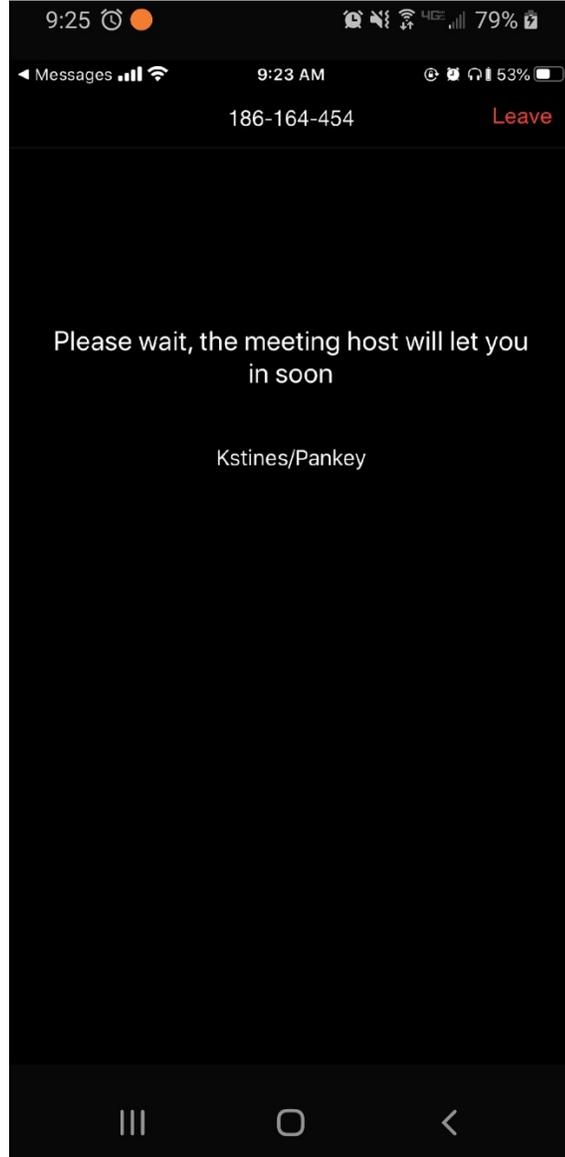


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2. At the scheduled time of your visit, click on the link and the meeting will open in the Zoom app or browser.
3. If you do not have the app downloaded, you will see this screen. Click the first blue button, "Join Meeting:



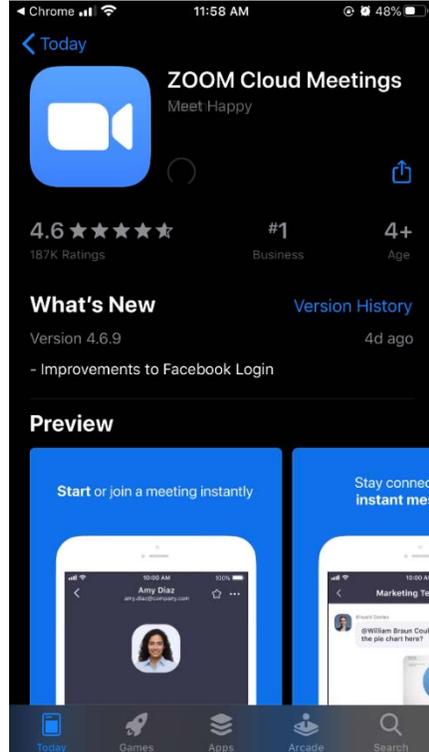
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4. After hitting this button, you will be put into the virtual waiting room until the provide arrives.



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iPhone Requiring App Download:

1. If you have an iPhone and it redirects you to download the Zoom app after clicking the link, direct them to download the app. Their screen may look something like this:



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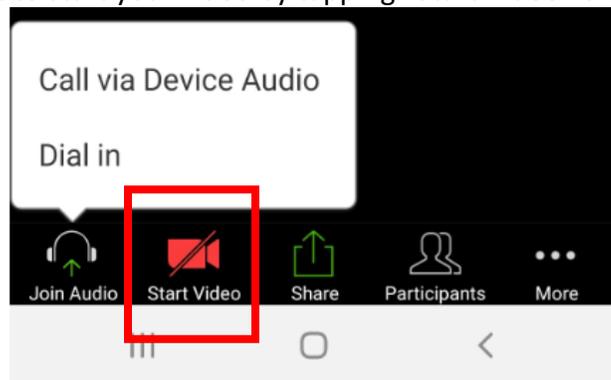
Video/Camera Not Working:

1. Windows:

- a. Make sure all other programs that utilize the camera are not using the camera or are closed.
- b. Restart your computer.
- c. Uninstall Zoom and reinstall the latest version: <https://zoom.us/download>

2. Android:

- a. Attempt to start your video by tapping “Start Video” on the bottom of the screen

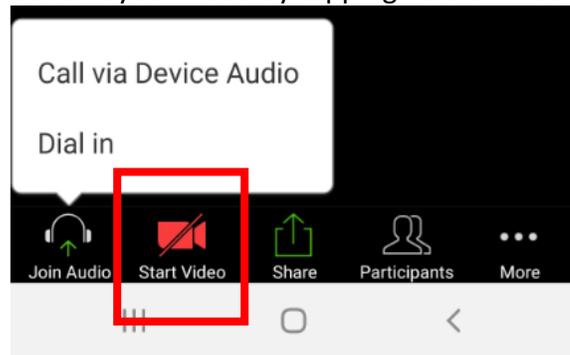


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- b. Switch between the front camera and back camera by tapping “Switch Camera” in the top left-hand corner
- c. Ensure no other apps are using the camera



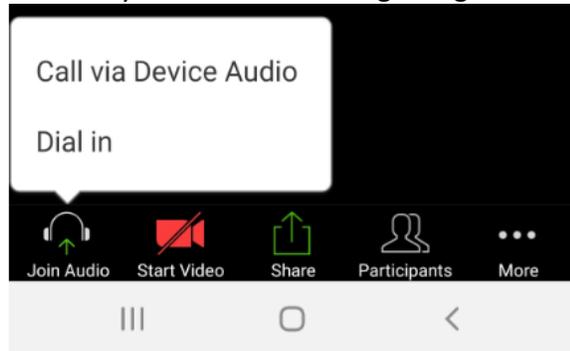
- d. Check that Zoom has permissions for the camera:
 - i. Open device Settings
 - ii. Tap Applications
 - iii. Tap Application Manager
 - iv. Tap Zoom
 - v. If it does not list access to take pictures and videos, uninstall and reinstall the app.
3. iPhone:
 - a. Attempt to start your video by tapping “Start Video” on the bottom of the screen



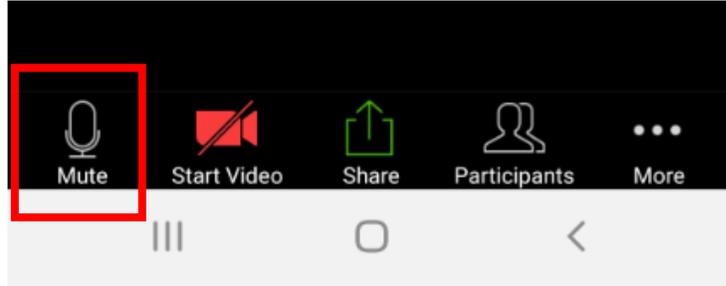
- i.
- b. Switch between the front camera and back camera by tapping “Switch Camera” in the top left-hand corner
- c. Ensure no other apps are using the camera
- d. Confirm that Zoom has camera access
 - i. Open iOS Settings
 - ii. Tap Privacy
 - iii. Tap Camera
 - iv. Toggle Zoom access to on (green)

Audio Not Working:

1. Make sure to join the audio if it does not automatically by clicking on the bottom left-hand icon that says “Join Audio” and getting “Call via Device Audio”



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2. Ensure your speaker is turned on. The speaker icon in the bottom-left corner should not be red and have a diagonal line through it. If it does, tap to unmute yourself.



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3. Increase the volume on your mobile device using the volume buttons.
4. Ensure Zoom has access to your device's microphone.
 - a. iOS: Go to Settings > Privacy > Microphone and switch on the toggle for Zoom.
 - b. Android: Go to Settings > Apps & notifications > App permissions > Microphone and switch on the toggle for Zoom.
5. Ensure that no other applications are using the microphone at the same time.
 - a. iOS: Double-tap the "Home" button to view apps currently running. Swipe up to close an app.
 - b. Android: Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left of right to close an app.
6. Restart your mobile device.
7. Reinstall Zoom.