

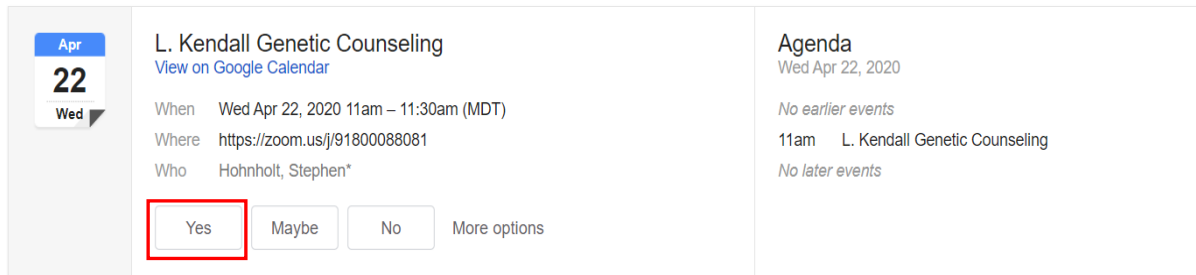
To access the Zoom call from a phone, laptop or desktop computer, please follow these instructions.

Zoom is a HIPAA-protected encrypted online platform for conducting telemedicine visits. It should be noted that these visits are considered official visits that are billable and subject to insurance claims and deductibles just as in-person visits are. This applies to all consultations, follow-up/re-evaluation, and weekly radiation visit appointments.

1. Prior to your telehealth appointment, you can expect to receive an email from your provider that looks similar to this. This is the zoom meeting invite. If available, please click **“yes”** or **“accept”** in the calendar function as confirmation that you have received the invite and plan to attend the telehealth session.


Computer


Phone



Apr 22 Wed

L. Kendall Genetic Counseling
View on Google Calendar

When Wed Apr 22, 2020 11am – 11:30am (MDT)
Where <https://zoom.us/j/91800088081>
Who Hohnholt, Stephen*

Yes Maybe No More options

Agenda
Wed Apr 22, 2020
No earlier events
11am L. Kendall Genetic Counseling
No later events

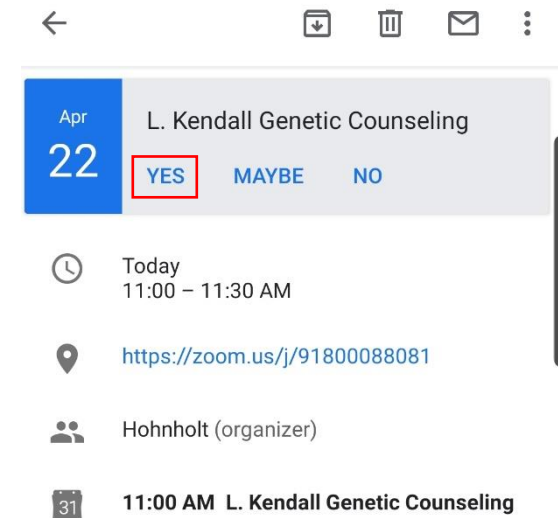
Stephen Hohnholt is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
<https://zoom.us/j/91800088081>

Meeting ID: 918 0008 8081
One tap mobile
+16699009128,,91800088081# US (San Jose)
+13462487799,,91800088081# US (Houston)

Dial by your location
+1 669 900 9128 US (San Jose)
+1 346 248 7799 US (Houston)
+1 646 558 8656 US (New York)
+1 253 215 8782 US
+1 301 715 8592 US
+1 312 626 6799 US (Chicago)

Meeting ID: 918 0008 8081
Find your local number: <https://zoom.us/u/aeN2KWdVO>



Apr 22

L. Kendall Genetic Counseling

YES MAYBE NO

Today
11:00 – 11:30 AM

<https://zoom.us/j/91800088081>

Hohnholt (organizer)

11:00 AM L. Kendall Genetic Counseling

Stephen Hohnholt is inviting you to a scheduled Zoom meeting.

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Meeting ID: 918 0008 8081
One tap mobile
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+13462487799,,91800088081# US (Houston)

Dial by your location

2. A few minutes before your scheduled appointment, please access the invite email again. **Click on the link under “Join Zoom Meeting.”**

Computer

Phone

Apr 22 Wed

L. Kendall Genetic Counseling

[View on Google Calendar](#)

When Wed Apr 22, 2020 11am – 11:30am (MDT)

Where <https://zoom.us/j/91800088081>

Who Hohnholt, Stephen*

Yes Maybe No More options

Agenda
Wed Apr 22, 2020

No earlier events

11am L. Kendall Genetic Counseling

No later events

Apr 22

L. Kendall Genetic Counseling

YES MAYBE NO

Today 11:00 – 11:30 AM

<https://zoom.us/j/91800088081>

Hohnholt (organizer)

11:00 AM L. Kendall Genetic Counseling

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Join Zoom Meeting
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One tap mobile
+16699009128,,91800088081# US (San Jose)
+13462487799,,91800088081# US (Houston)

Dial by your location

3. Clicking the link under “Join Zoom Meeting” should open a new tab in your browser that will look like this. **You DO NOT need to download the Zoom app.** If anything pops up prompting you to download the Zoom app, close that window or pop up.

* **If you are comfortable downloading the Zoom application to your computer, this process will be streamlined and using the link in email should take you directly to the Zoom app.** If using the Zoom app, you can skip to step 6. Please note that the app version of Zoom may look slightly different than the images shown here.

* If you are using a phone it will prompt you to download Zoom from “Google Play / App Store”. **If you are comfortable downloading the Zoom App to your phone, this process will be streamlined.** Please note that the app may look slightly different than the images shown

Computer

Phone

zoom

Support English ▾

zoom

JOIN HOST ☰

Launching...

Please click Open Zoom Meetings if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#)

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If the Zoom app is installed, please click "Join Meeting."

Join Meeting


First time using Zoom on this device? Please download the Zoom app from the Google Play store or directly from "Download from Zoom" below.

Enter ID: 91800088081 after you install the Zoom app.

Download from Google Play

Download from Zoom

4. This screen should appear after a few moments. Again, you **DO NOT need to download or run the zoom application**. Instead, click on the blue “**click here**.”


Computer

zoom

Support English ▾

Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

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5. This will cause another line of text to appear. Click on “**join from your browser.**” This will take you to one of two screens.


Computer

zoom

Support English ▾

Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

6. This screen will appear if your provider has not yet joined the meeting. If it is past the starting time of your appointment, please be patient. Your provider is finishing up with another patient and will be with you as soon as possible.

Computer

Phone

The meeting has not started

The page will refresh in 5 seconds, or [reload the page](#) now.

L. Kendall Genetic Counseling [Leave](#)

Waiting for the host to start this meeting

Meeting ID: 918-0008-8081

Date: Wed, April 22

Time: 11:00 AM

If you are the host, log in to start this meeting

[Sign In](#)

7. Your provider is ready and waiting for you to join the meeting. Please enter your name in the text box

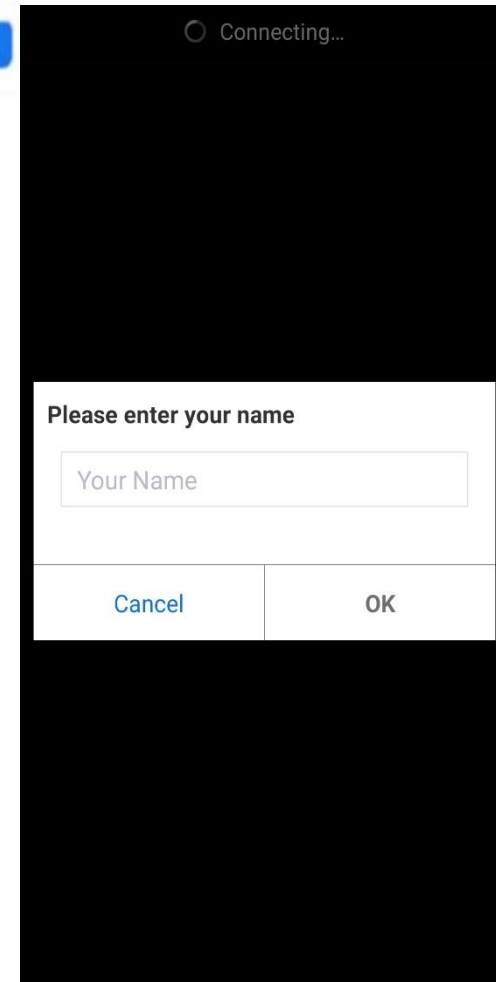
Computer

Phone



Please enter your name to join the meeting

Your Name



8. You have joined the meeting. Please wait for your provider to admit you to the virtual appointment.

*When joining using a phone the app will ask you to Allow Zoom to record audio. Select "Allow"

Computer

Participant ID 46 Conference ID 606 448 028

Please wait, the meeting host will let you in soon.

L. Kendall Genetic Counseling with Sarah Hamilton

Phone

918-0008-8081

Leave



Allow **Zoom** to record audio?

Allow

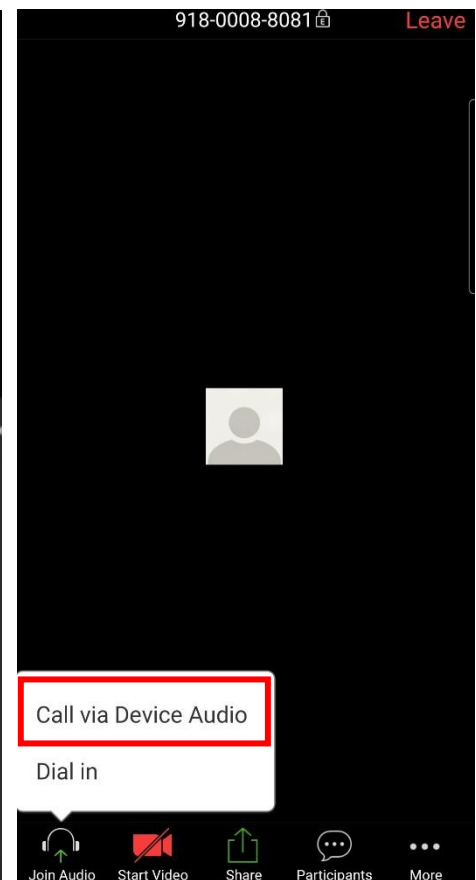
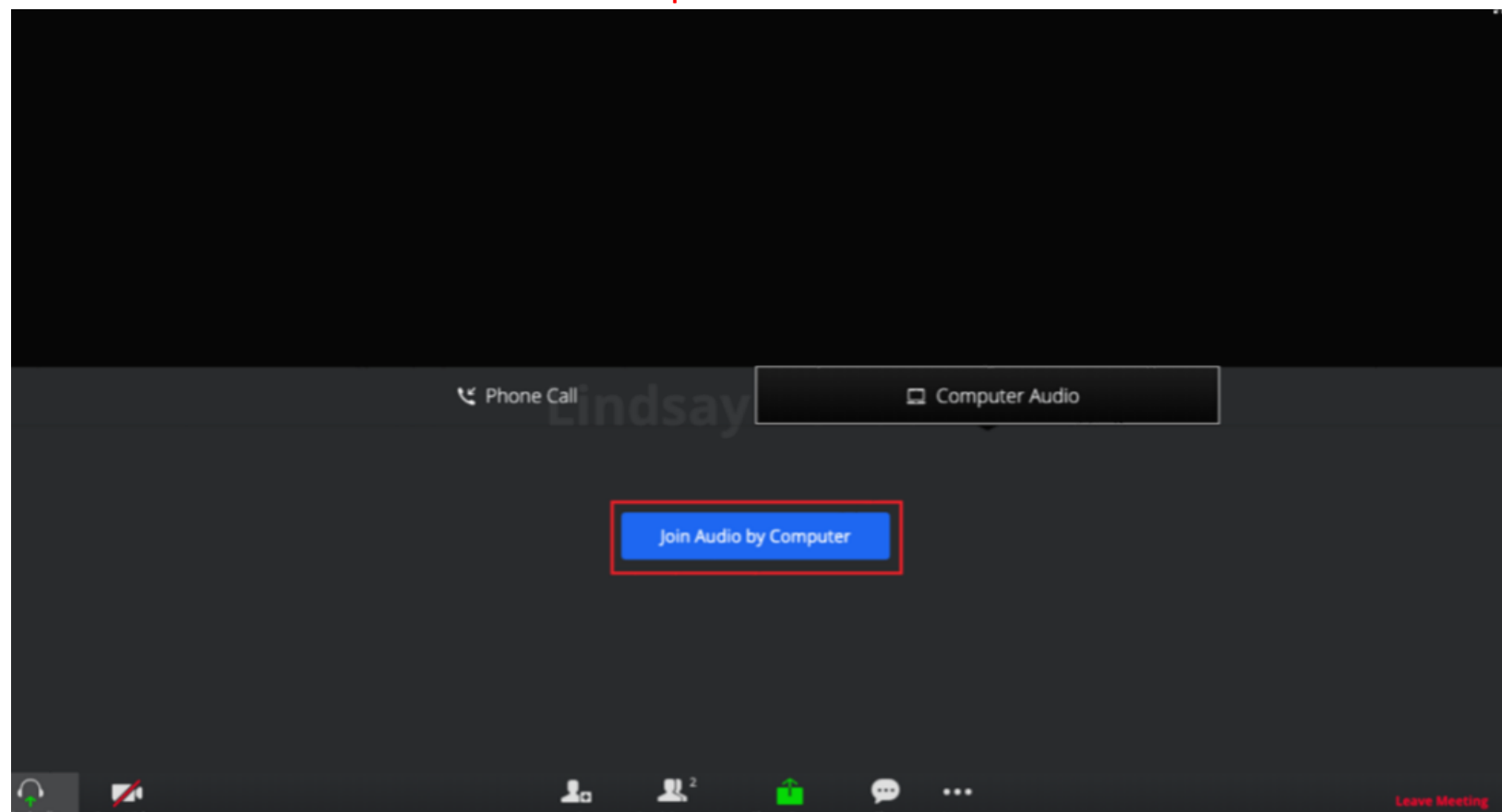
Deny

9. Now you need to ensure your audio and video settings are configured so that your provider can see and hear you. **Please click the blue button that says, “Join Audio by Computer.”** This gives the best audio experience. **Make sure your volume is ON.**

* If your computer does not have a microphone, you will need to join audio by phone. Click Phone Call. A box should come up with a list of phone numbers. You can also find these numbers in the Zoom invite email. Any of these numbers will work. Simply make a phone call to one of the numbers listed. You will then be prompted to enter your meeting ID followed by pound (#). The operator will then ask you to enter your participant ID. You will then be able to talk to your provider through the phone. Continue with these instructions to set up video through your computer.

Computer

Phone

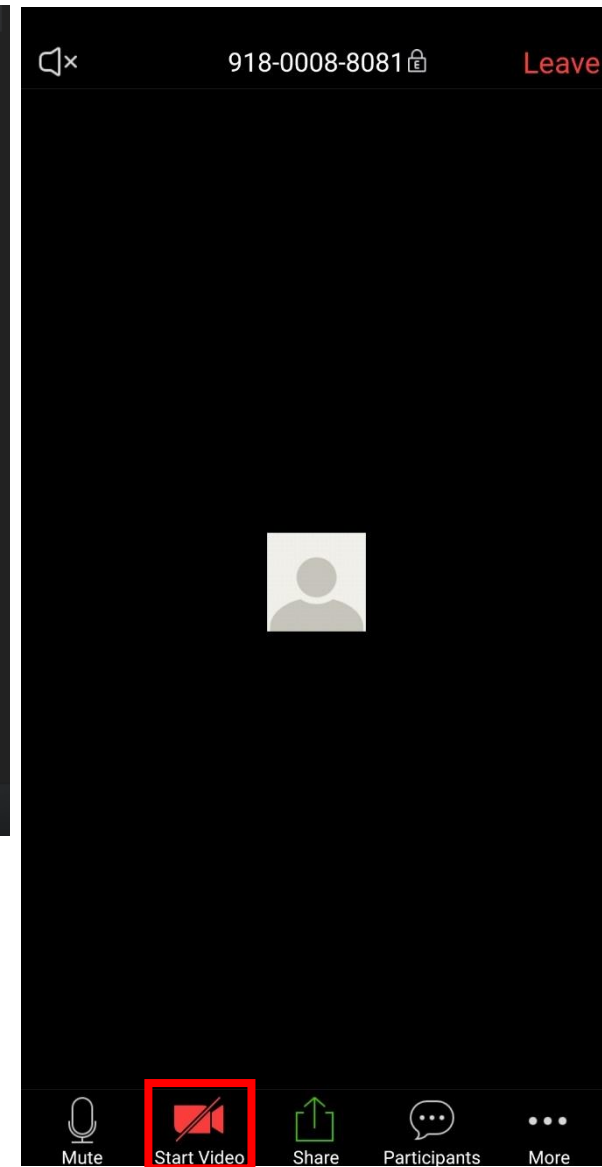
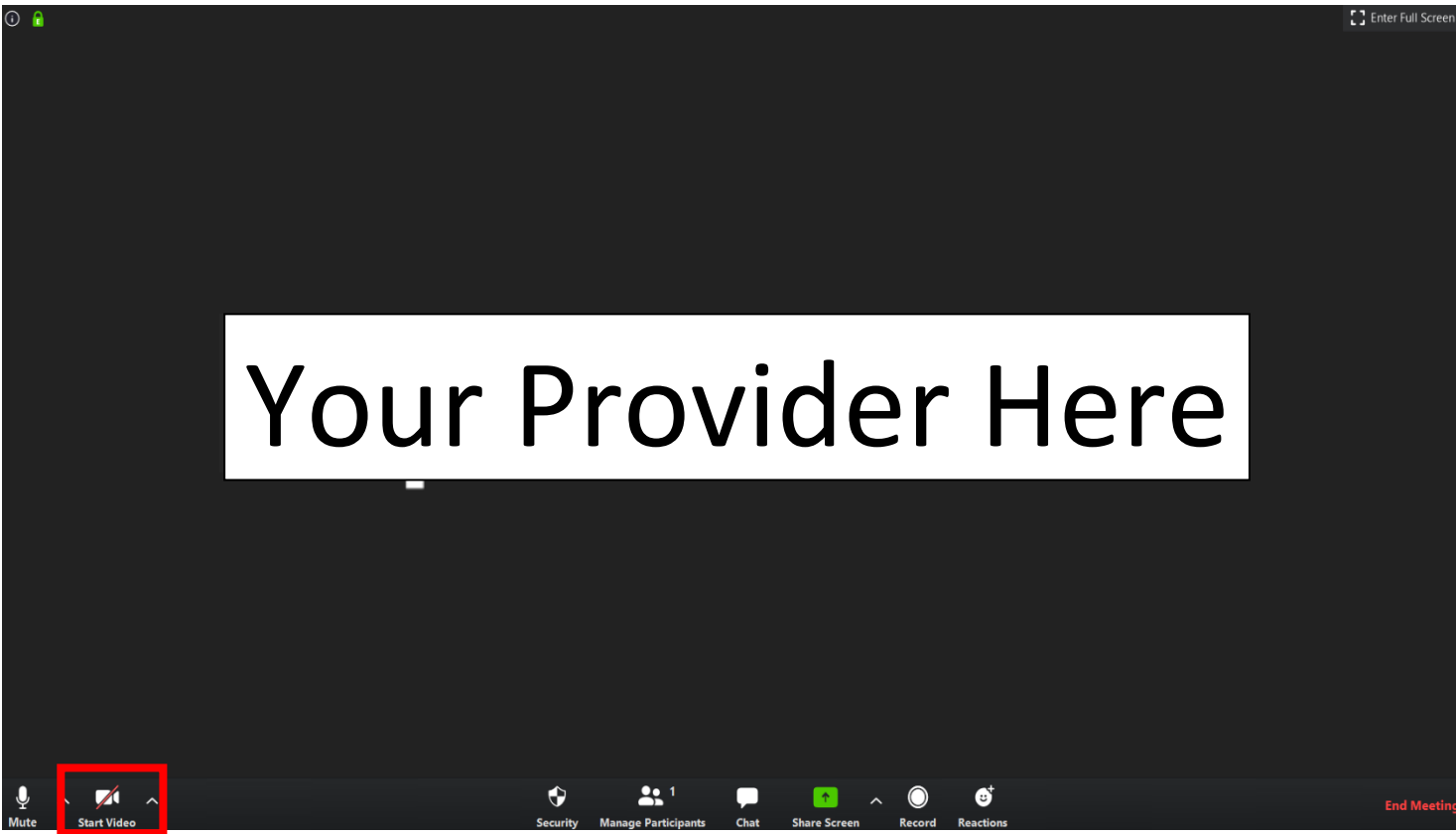


10. You now need to join the meeting with video. **Hover your mouse toward the bottom left side of your screen.** You will see white symbols resembling a microphone and a video camera. **If the video camera symbol has a red line through it, simply click on the symbol to enable the video feature.**

You may get a pop up requesting for Zoom to access your webcam. Click “allow.”

Computer

Phone



11. When the red line goes away, you should see yourself in a small image at the top or side of the screen and your provider in a large image in the center of the screen. **You have successfully joined the meeting with audio and video.**

Computer

Phone

Your Provider Here

Your Video

Your Video

