

# YOUR VIRTUAL VISIT: What you need to know



Thank you for scheduling a virtual appointment using Zoom, which offers a reliable and secure solution to power virtual visits with your doctor.

If you have never used Zoom or done a virtual visit before, don't worry. We've got you covered.

## To start, you'll need the following:



### One of the following devices:

a PC or a Mac; an iPhone; an iPad; an Android phone; a Surface Pro 2 or 3; or a BlackBerry



### A device with built-in speakers and microphones:

smartphones will have these, but older PCs and Macs may not



**An internet connection:** broadband or wireless



### A webcam or HD webcam:

webcams are built into most laptops and smartphones, but a device with externally attached speakers, microphone and/or webcam will work, too

## Once you've confirmed you have the right equipment, follow these simple steps:

- 1 If you are using a **mobile device**, download the ZOOM Cloud Meetings app. Depending on what device you are using, we've attached guidelines to help you download and use the app for your virtual visit. Once the app is downloaded, join the meeting by clicking on the link provided in your appointment invitation email.
- 2 If you are using a **desktop** or **laptop** computer, join the meeting by clicking on the link provided in your appointment invitation email.
- 3 Your provider will join via the link as well and will begin your appointment.

*Note: Your visit may be subject to a co-payment, and we will obtain your consent authorizing that you have agreed to participate before or during your virtual visit.*

## Here are some helpful tips to get the most out of your virtual visit:

- Review the helpful instructions included in your invitation.
- Test your camera, speakers, and network connectivity beforehand.
- Set the camera, whether built-in or external, at eye-level.
- Choose a well-lit room free of noise and distraction. Do not sit with a window behind you, as this significantly decreases visibility.
- Have any medications and/or vital signs on hand or nearby in case your doctor asks.
- Take some time before the visit to jot down any questions or concerns you may have.

**Additional questions?** For technology-related questions, please call 1.844.622.0622. For scheduling questions, please call your doctor's office. We look forward to seeing you during your virtual visit!

Baptist Health is aware of cybersecurity vulnerabilities that have surfaced with Zoom. The known features or limitations involved have been disabled in an effort to ensure the security and privacy of our patients and providers. Baptist Health will continue to actively monitor cybersecurity vulnerabilities and take appropriate corrective action.