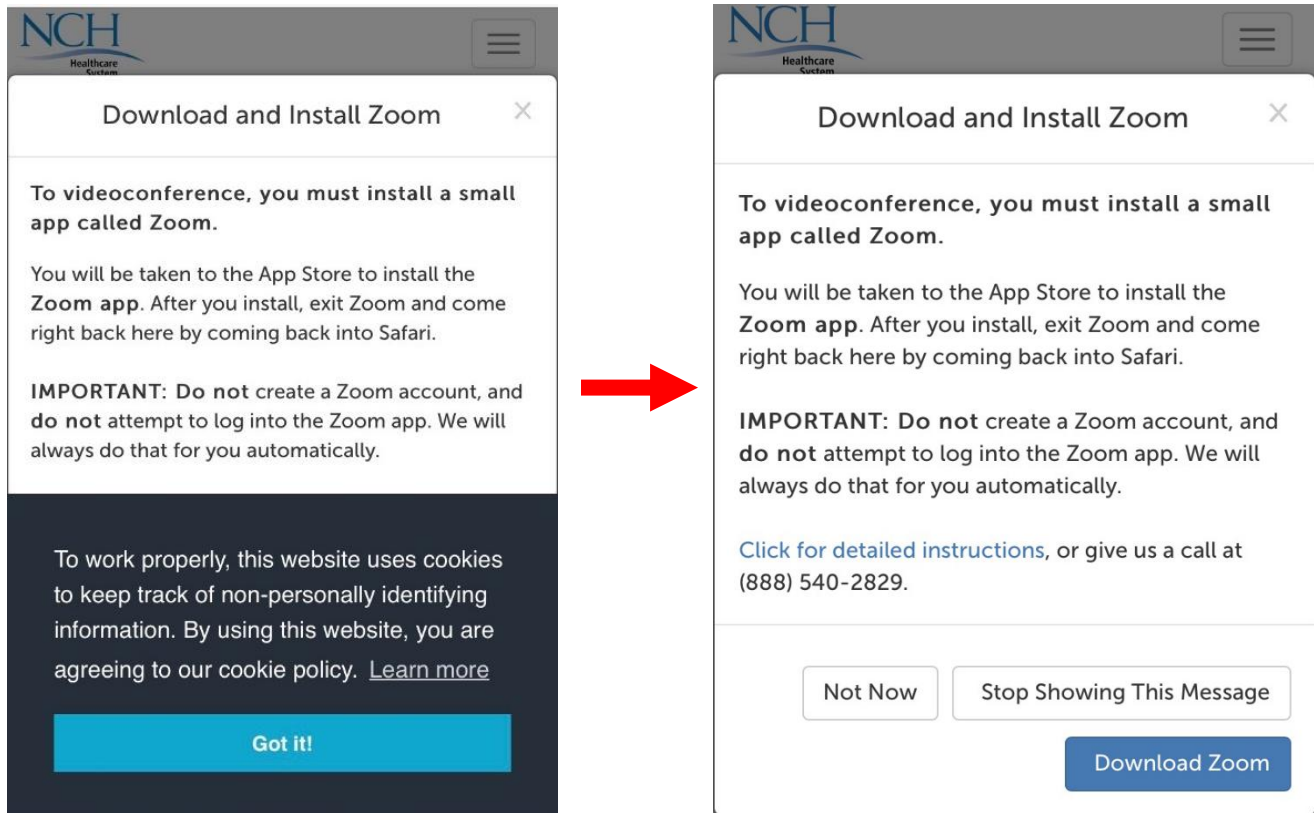


When accessing the virtual appointment for the first time via link provided in the text or email invite, you should expect to see the following 'Download and Install Zoom' message:



You will be asked to select one of the following options:

- **Not Now**
If this option is selected, the message will close and will appear again the next time the appointment link is opened.
- **Stop Showing This Message**
If you have already downloaded the Zoom application, they can select this option to stop this alert from appearing in the future.
- **Download Zoom**
Selecting this option will take you to the application store to download and install '**ZOOM Cloud Meetings**' application

Downloading and Installing ZOOM Cloud Meetings Application:

1. If searching manually, go to the App Store (Apple) or Google Play (Android) and search for '**ZOOM Cloud Meetings**'

2. Next, from the application store page:

iOS: Tap Get, then Install (you may have to enter your Apple ID Password).

Android: Tap ' ZOOM Cloud Meetings App, then Install. Finally, tap Accept.



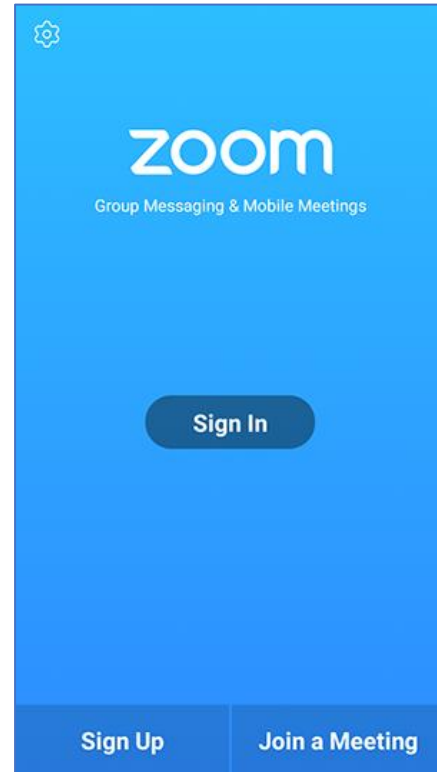
ZOOM Cloud Meetings Application Screen

Once ZOOM application is installed, it will open to the following screen:

Apple iOS



Android



NOTE:

- You do **not** have to create a ZOOM account to access your virtual appointment
- **Be sure to access the scheduled appointment via the link provided in the text or email invite, and not the ZOOM Cloud Meetings application**

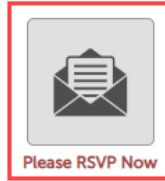
Appointment Window Details

MEET NOW

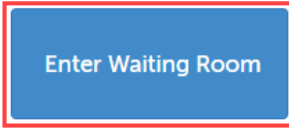
Requested Tue at 12:43pm (ET)

239-624-5000

Request Dial-In



Click here to submit your RSVP



Click here to join your virtual appointment

SESSION DOCUMENTS

Document Type	Status
Submit NPG - Existing Patient Consent	Required pre-session

Click 'Submit' to complete and sign required pre-session consent

Session Intake and Consent Form

MEET NOW

Requested Tue at 12:43pm (ET)

SESSION DOCUMENTS

Document Type	Status
Complete Document Below NPG - Existing Patient Consent	Required pre-session

NCH Physician Group Existing Patient Consent Form

Today's Date:

Patient's First Name:

Patient's Middle Name:

- The items with the **red dots** next to them are required.
- Middle initial can be used for middle name.
- Not all fields are required; you must scroll all the way to the bottom of form to sign.

Consent Form

I understand and agree that today's medical treatment will be provided in a virtual environment (telemedicine) between me and the treating Practitioner and that this session is not being recorded or stored. I understand that the Practitioner is limited in the physical exam due to the nature of a virtual environment. I understand that I have the choice of whether to access services upon giving my informed consent.

Electronically Signed By

Enter your name here to electronically sign the form.

[Submit Document](#)

Click 'Submit Document' to submit your form.

Troubleshooting Tips for Patients

Reviewing Submitted Session Documents

You can review the documents you submitted under the ‘Session Documents’ section of the appointment window (you may need to scroll down to see that portion of the screen).

- If you need to **make a correction** to your submitted form, first click ‘**Resubmit**,’ and then modify the desired fields
- If you would like to **view** the completed form, click ‘**View**.’ From the ‘View’ window you will be given an option to download a PDF copy of your form to your device.

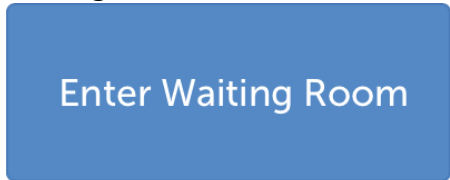
NOTE: Clicking ‘Download PDF’ may not work on your mobile device.

SESSION DOCUMENTS			
	Document Type	Status	
<input type="button" value="Resubmit"/>	NPG - Existing Patient Consent	✔ Completed - ZZTEST, AMBTEST 1 - 3/26/20 at 12:27pm ET	<input type="button" value="View"/>

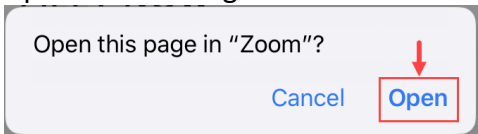
Joining the Virtual Appointment

As a reminder, be sure to use the appointment link from the text or email invitation to access your virtual appointment.

1. When it’s time to join, click ‘**Enter Waiting Room**.’



2. Then click “Open” when asked to open the meeting in Zoom.

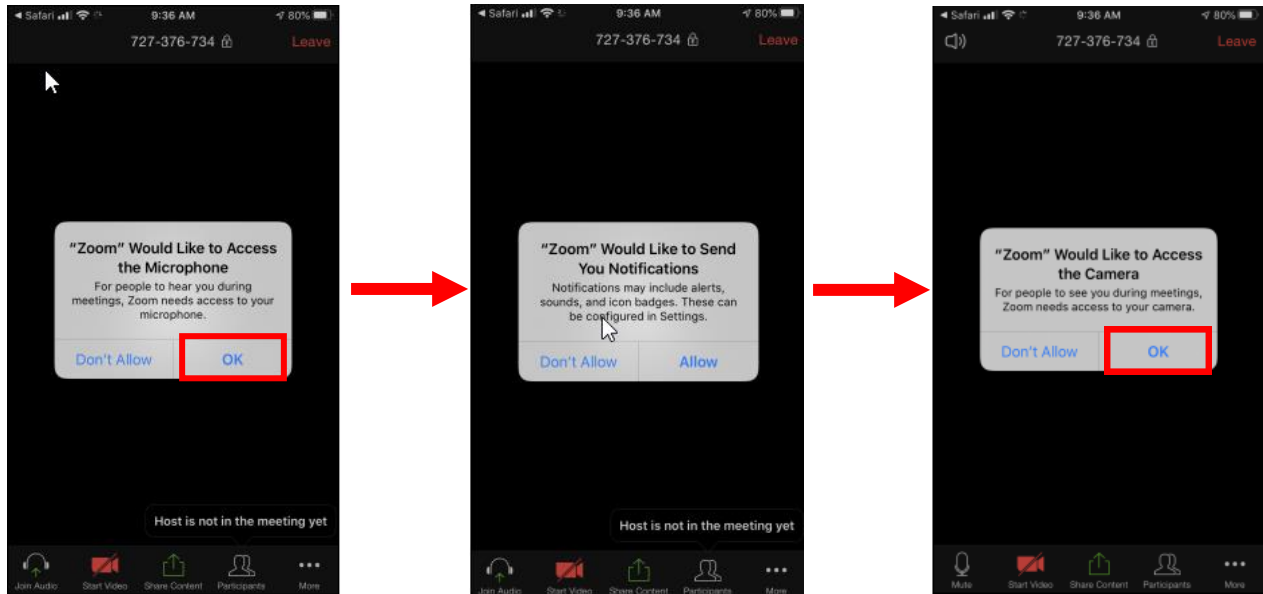


It is suggested that you enter the virtual waiting room 5 minutes before your scheduled time.

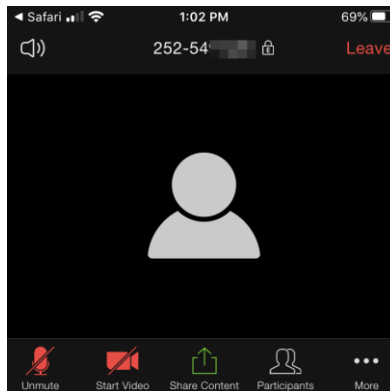
After You Join

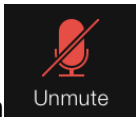
The first time you join your virtual appointment, you will be prompted to allow the application access to the microphone, camera, and the option to receive notifications.

Select **“OK”** for both Microphone and Camera so your provider can hear and see you.



➤ You will see the following screen while waiting for your provider to join the call:



➤ Use the Microphone button  to mute/unmute your audio.

➤ Use the Video Camera button  to turn on/off your video camera.

➤ Click **“Leave”** in the upper right corner to exit the meeting when you are finished with the call.