Instructing Patients to Download Zoom App

Call the patient 15-20 minutes prior to visit time and provide the following instructions:

1. With the patient on the phone.
   a. "Hi my name is _____ and I am going to be helping you get setup for your virtual visit with Dr. _____."
   b. "Please open your App Store on your iPhone or Android and type the word Zoom."
   c. "Please select the **Zoom Cloud Meetings** app to download to your phone."

Note: Zoom Cloud Meetings is usually not the first option in the App store when typing the word Zoom.
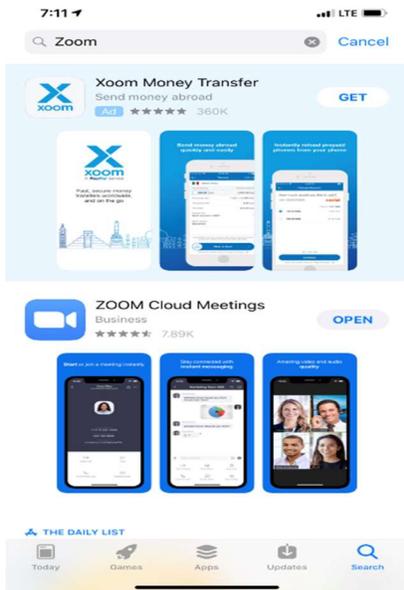
2. After the app is downloaded, the patient will have the **blue icon with the white camera** on their phone.

3. Instruct the patient to open Zoom by taping on the icon.
   a. After opening Zoom, the patient will see the Zoom home screen (below).
4. Instruct the patient to tap on **Join a Meeting.**
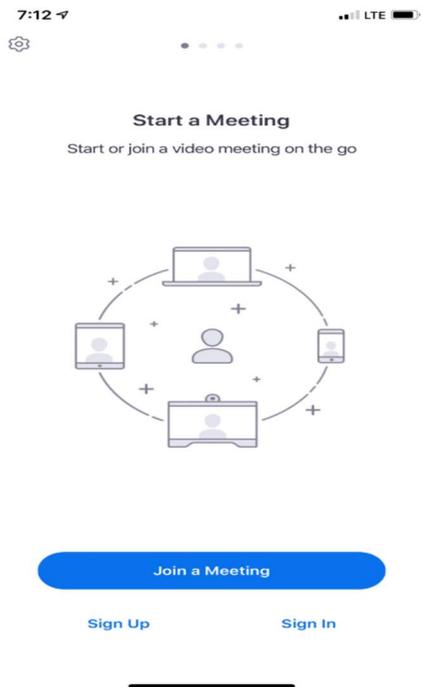
5. In the Join a Meeting screen, instruct the patient to enter the provider **Meeting ID** number and tap on **Join**.
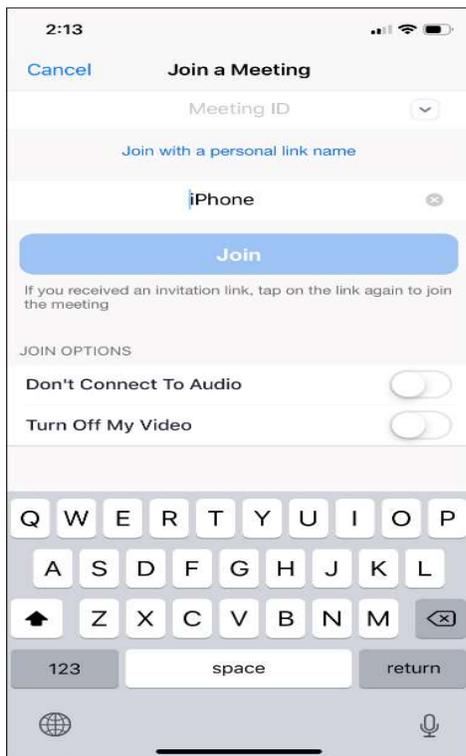
a. You will get the provider's Meeting ID number directly from your provider. This number does not change and it is specific to the doctor you work with.
b. Advice the patient that both **JOIN OPTIONS** must be turned **Off** so that the provider can see and hear the patient.
c. After the patient selects **Join**, he/she will be put into the providers Virtual Waiting room. The provider will then start the meeting when ready.