

BEFORE YOUR APPOINTMENT DATE

1. Download the **Zoom Cloud Meetings** app on your mobile device or tablet. Alternatively, you can use the links below for iOS or Android device:

[Zoom Cloud Meetings for iOS](#)

[Zoom Cloud Meetings for Android](#)

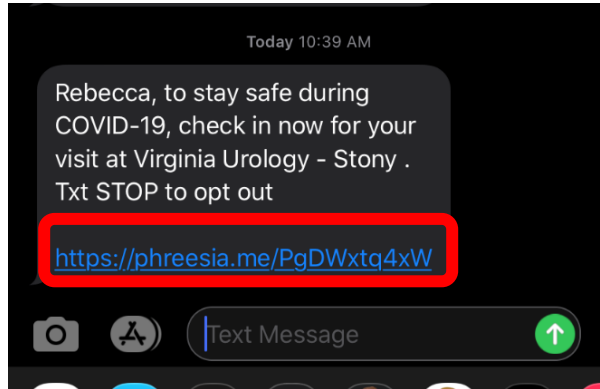


2. To verify the app downloaded the Zoom icon below will appear on your phone or tablet. You do not need to setup a Zoom account.

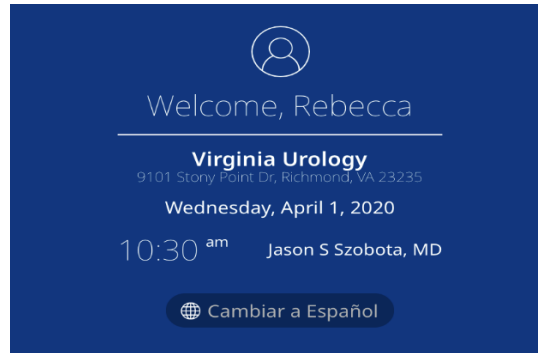


ON THE DAY OF YOUR APPOINTMENT

1. You will receive a text with the Phreesia check-in link 15 minutes before your appointment.



2. Once you've clicked to start you will be taken to your Phreesia Check-In page



Here's what we need to do today:

- Verify who you are
- Review your information
- Make a payment
- Sign consent forms



3. At the bottom of the check-in page, you will acknowledge and sign the consent form for Telehealth

Telehealth Consent

I, Rebecca Test, consent to telemedicine visit using video and audio today,04/01/2020. I understand there are certain limitations in providing care in this manner but consent to this telemedicine visit in lieu of an in-person visit. I understand my provider may discuss my diagnosis, treatment options, education, future appointments, and remotely prescribe medications, among other activities, as he or she determines appropriate for my situation. Virginia Urology and its telemedicine technology provider use numerous security measures to protect my information, such as encryption of my personal information and the date of service, password protection, other encrypted data, and use of reliable authentication techniques, although as in all forms of online communication, there remains potential privacy risk with the use of any telemedicine. I agree that I will hold Virginia Urology and/or Medical Office Technologies, Inc., harmless for information lost due to technical failures. I understand Virginia Urology will submit a claim to my insurance company for payment.

I accept

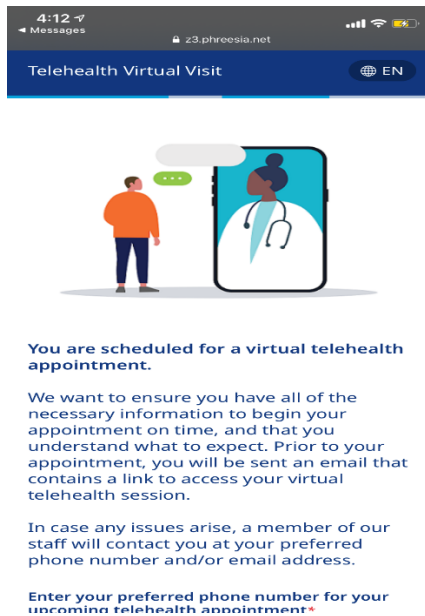
Please enter your full name in the textbox below to accept the policy

rebecca

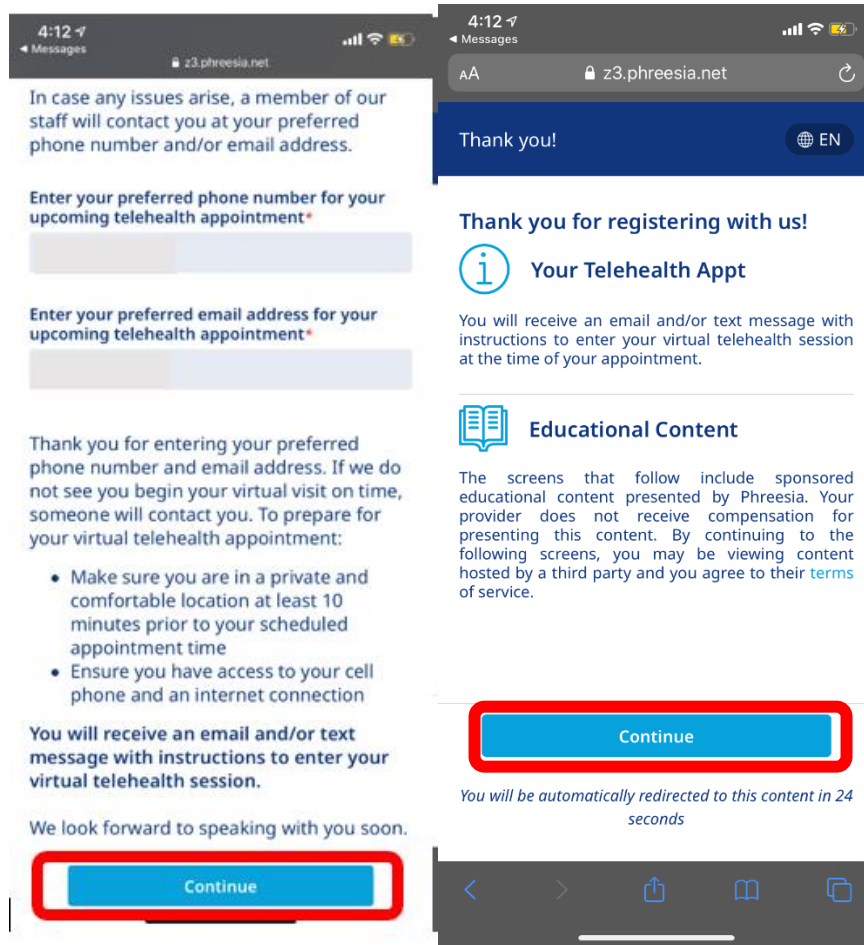
I understand that by typing my name and clicking on "Continue", I am electronically signing this document

Continue

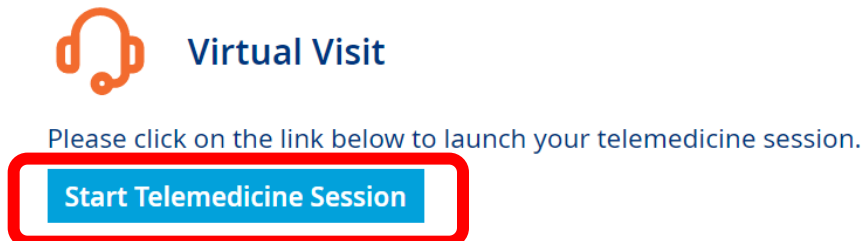
4. After completing check in you may choose a preferred phone number and email to connect for telehealth



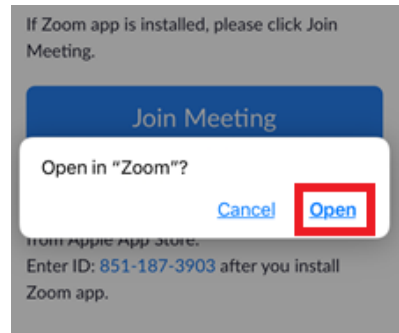
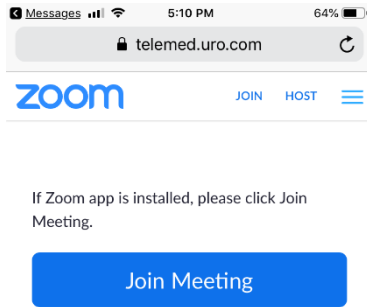
5. You're now ready to start your telemedicine session



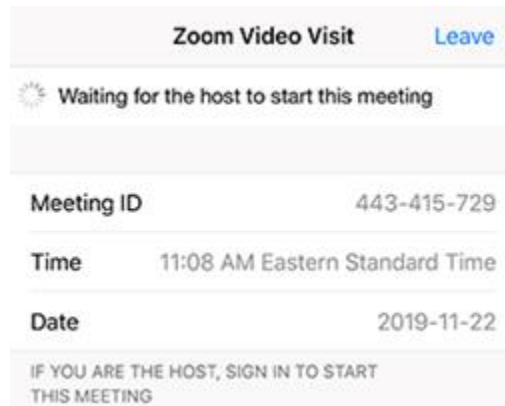
6. Click the **Start Telemedicine Session** button to join the session.



7. You may "Join Meeting" up to 20 minutes prior to your scheduled appointment.



8. Please ensure you are seated in a well-lit area. It is best if you have a good Wi-Fi or cellular signal.
9. Remember to hold the camera still and speak clearly
10. You will know you have connected to your appointment when you see the below screen:

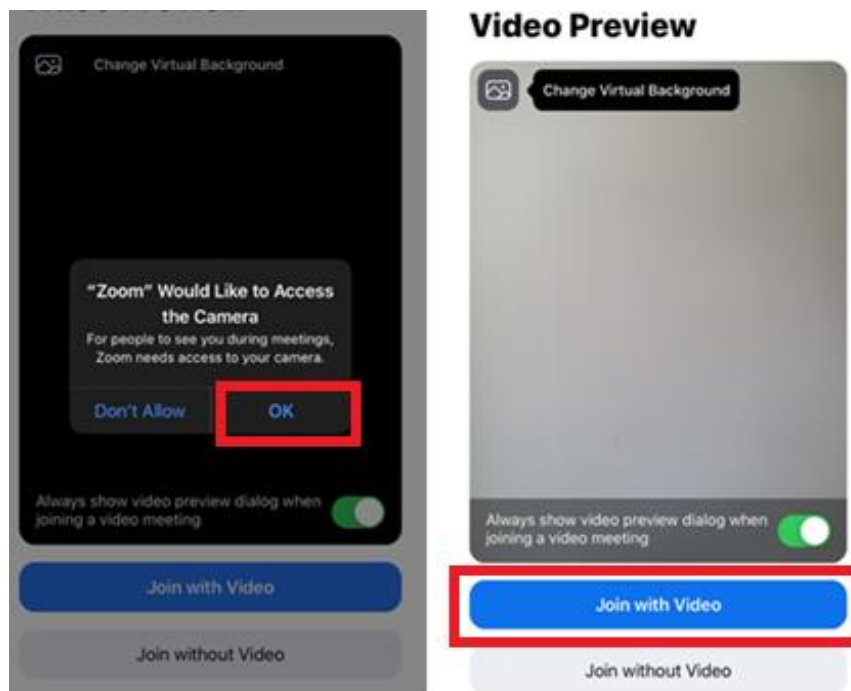


11. You will be placed into the waiting room until your Provider joins.

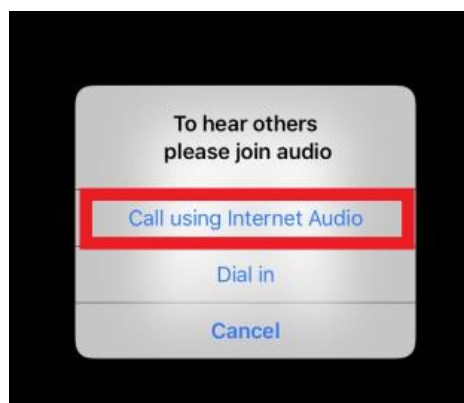


12.When you see a black screen, this means the provider is actively connecting to your appointment.

13.Click **OK** to allow your Zoom to access your camera and click **Join with Video**.



14. Select **"Call using Internet Audio"** – this keeps you connected in the Zoom app. Selecting the dial in option will cause you to leave the Zoom app and the provider will not be able to see the video.



15.Select **"Join with Video"** to enable the camera for the video visit.

16.Your telemedicine visit will start.