

Setting Up Your Computer, Smartphone, or Tablet for a Virtual Visit A Guide for Patients

A virtual visit, also called telehealth or telemedicine, lets you meet with your doctor or other health care provider by video from your home or another private location. This document will help you set up your computer, smartphone, or tablet for a virtual visit:

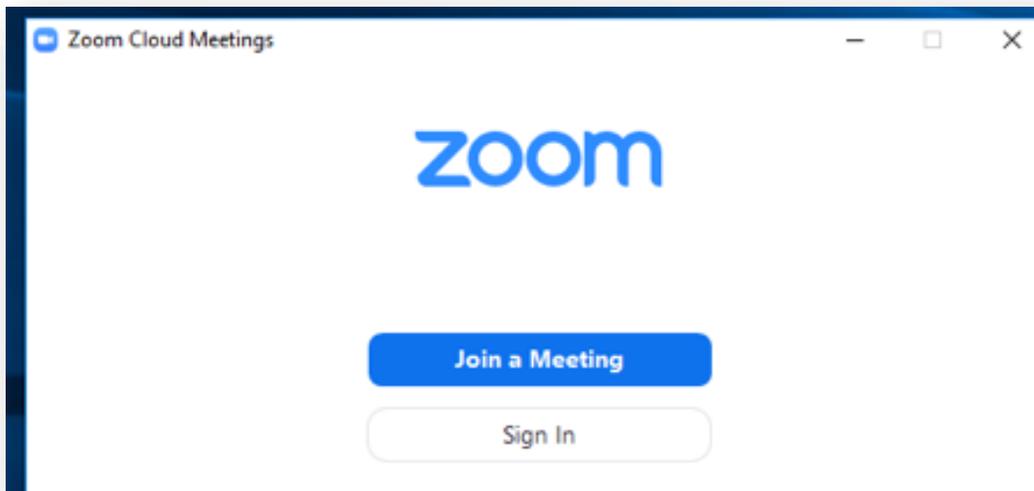
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Getting Started

1. **You can use your computer, smartphone, or tablet** for a virtual visit. You will need one of the following:
 - a **PC or laptop** running Windows 7 or later
 - any **Mac computer** that has a webcam
 - A **smartphone** (Android or iPhone) or **tablet device** (Android tablet or iPad)
2. **For best results on your computer**, please use one of the following web browsers: Chrome, Firefox, Internet Explorer, or Safari.
3. **Turn off any content blockers**, such as ad blockers or pop-up blockers on your web browser.
4. **Make sure that you will have reliable internet access** during your virtual visit. We recommend you restart your computer shortly before you start your visit to maximize bandwidth.
5. **Make sure you are in a private location** that is quiet and free of distractions. Consider using headphones with a microphone.
6. Before your visit begins, you will need to log into **Patient Gateway**.
 - On your computer, visit www.patientgateway.org.
 - On your smartphone or tablet, use the **Patient Gateway app** (see bottom of page 2 for details).
 - If you have forgotten your Patient Gateway username or password or need help with your account, please call Technical Support at **800-745-9683**.

How to Install Zoom on Your Computer

1. Go to <https://zoom.us/support/download>
2. Your download should start automatically.
3. Follow the onscreen instructions to install Zoom on your PC or Mac computer.
4. Once installed, you should be able to open Zoom. If you see the screen below on your computer, you have successfully installed Zoom and are ready for your virtual visit.



How to Install Zoom on Your Smartphone or Tablet

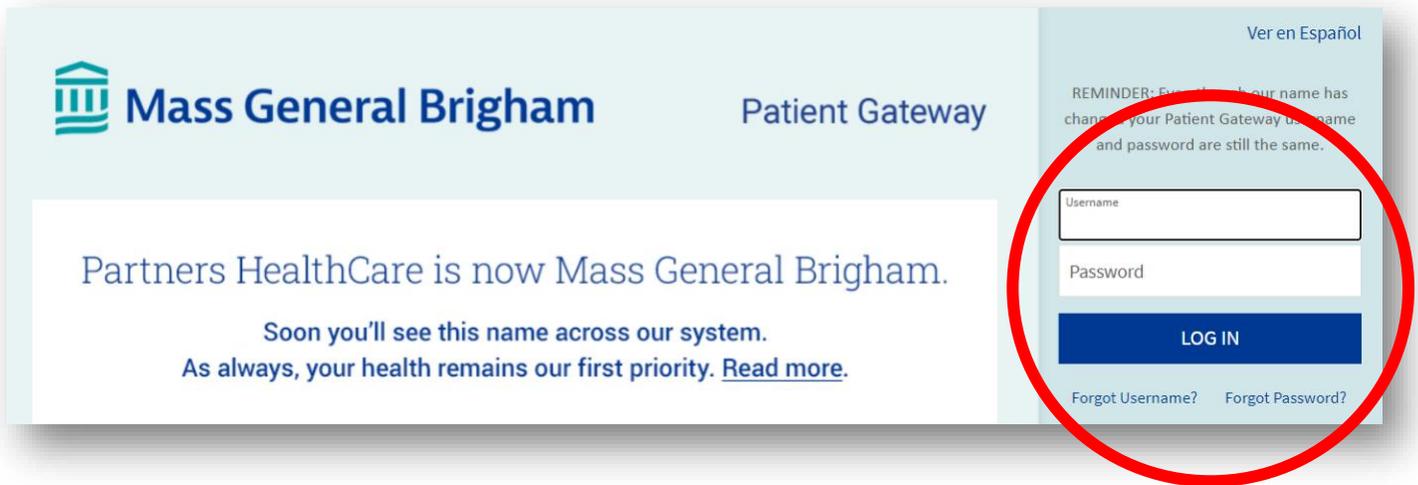
Android smartphones and tablets	Apple devices (iPad or iPhone)
<ol style="list-style-type: none"> 1. Open the Google Play Store on your device. 2. Use the search bar to search for the Zoom Cloud Meetings app. 3. Press Install to install the app on your device. 	<ol style="list-style-type: none"> 1. Open the App Store on your device. 2. Use the search bar to search for the Zoom Cloud Meetings app. 3. Press Get to install the app on your device.

How to Install Patient Gateway on Your Smartphone or Tablet

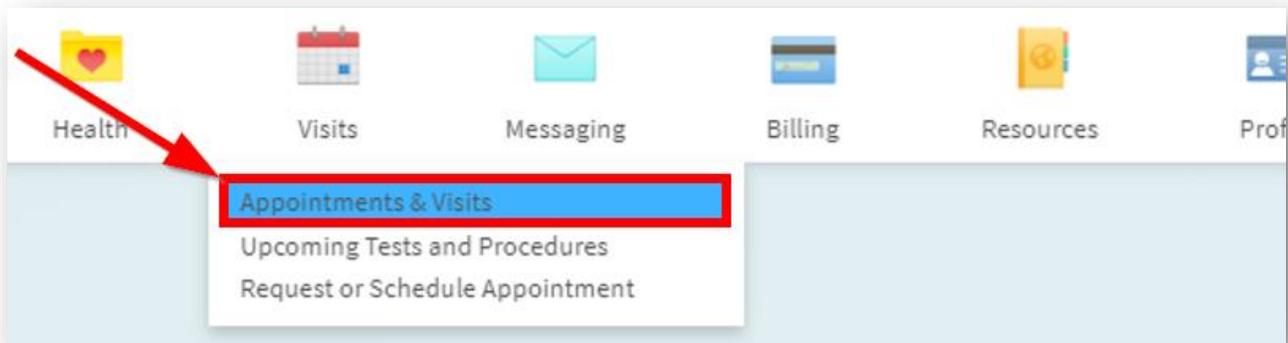
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Starting Your Virtual Visit

1. We recommend you log into your Patient Gateway account about **15 minutes** before your first virtual visit. This gives you time to prepare for your appointment and address any technical issues that might pop up.
 - **On your computer**, visit www.patientgateway.org and log in.
 - **On your smartphone or tablet**, open the Patient Gateway app and log in.

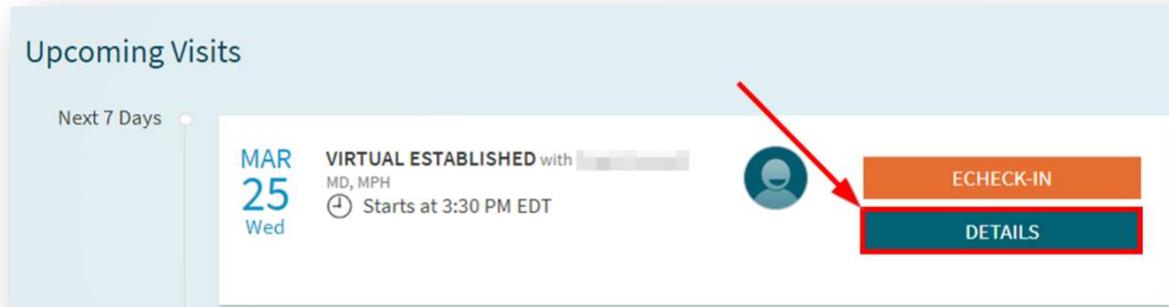


2. From the Patient Gateway main page, select **Appointments & Visits** from the **Visits** dropdown menu.

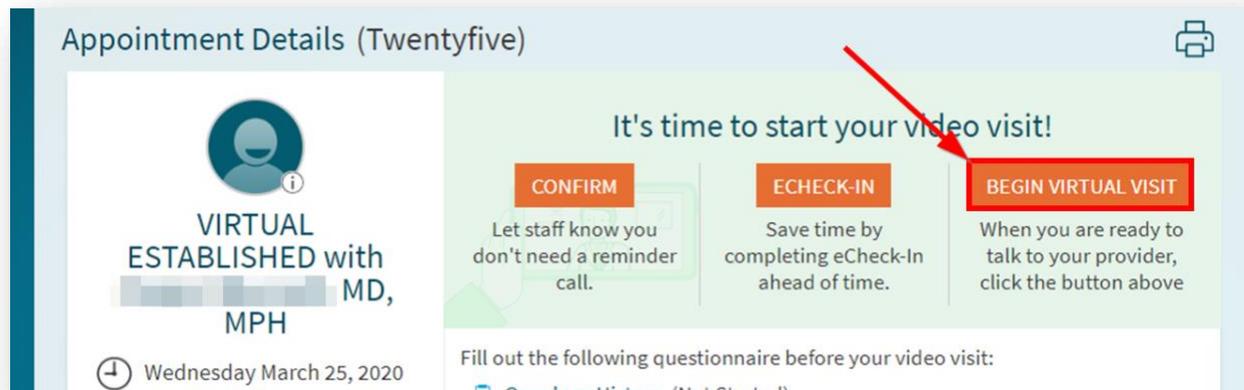


("Starting Your Virtual Visit" instructions continue on next page.)

3. Select your visit by clicking the **Details** button.

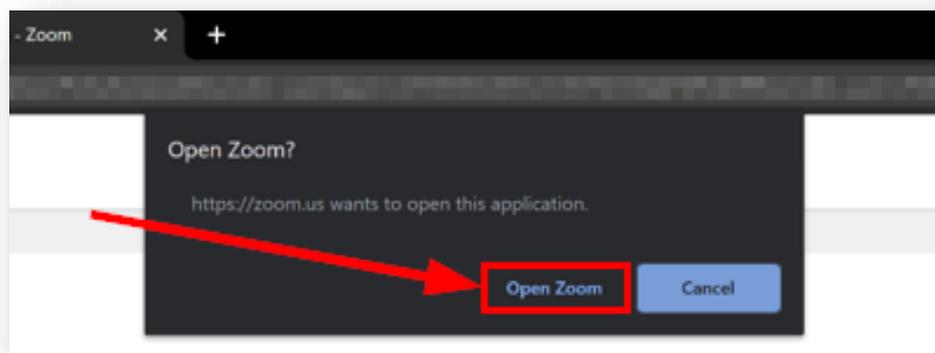


4. After you open the visit details, click on the orange **Begin Virtual Visit** button. A new window should open. (If a new window does not open, you may need to turn off any content blockers and try again.)



Note: The **Begin Virtual Visit** button will be greyed out if you try to log into your appointment more than 15 minutes before the scheduled appointment. See page 6 for details.

5. Zoom should open in a new window, select **Open Zoom** in the pop-up that appears in the new window.



(“Starting Your Virtual Visit” instructions continue on next page.)

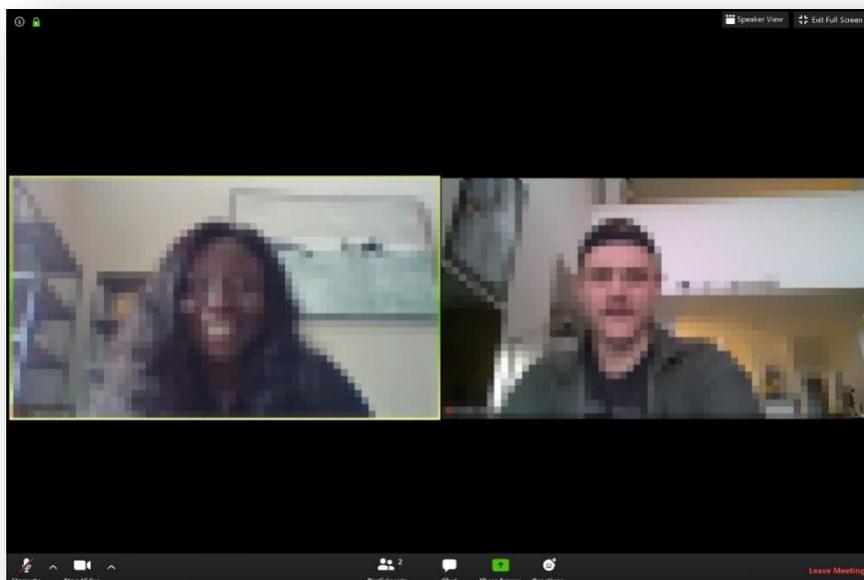
6. After Zoom opens, you should be in the virtual waiting room. Please wait here until your provider arrives.



7. If you want to test your computer's audio capabilities while you wait, click the **Test Computer Audio** link at the bottom of the screen. The settings window should appear. You can click **Test Speaker** and **Test Mic** to test the speakers and microphone on your computer



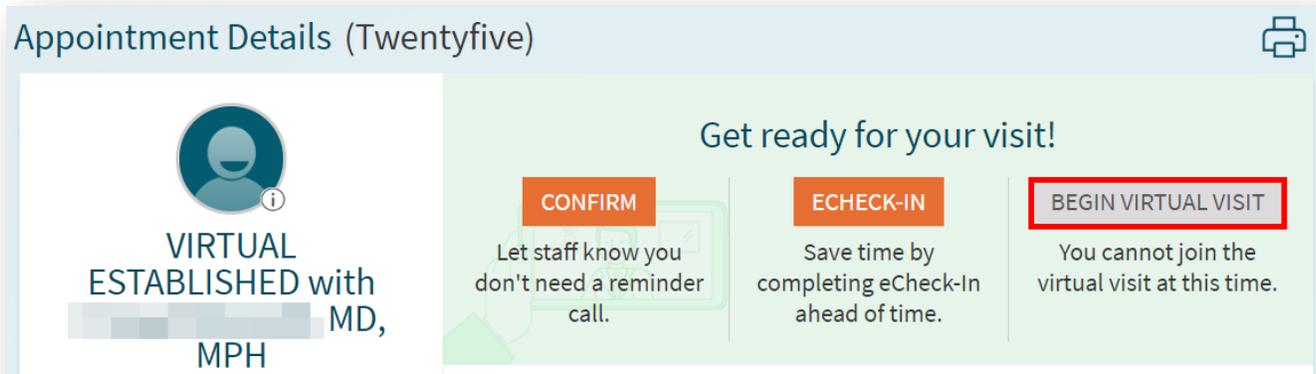
8. When your provider begins the visit, you will see yourself and see and hear your provider. If prompted, please allow access to your camera and microphone.



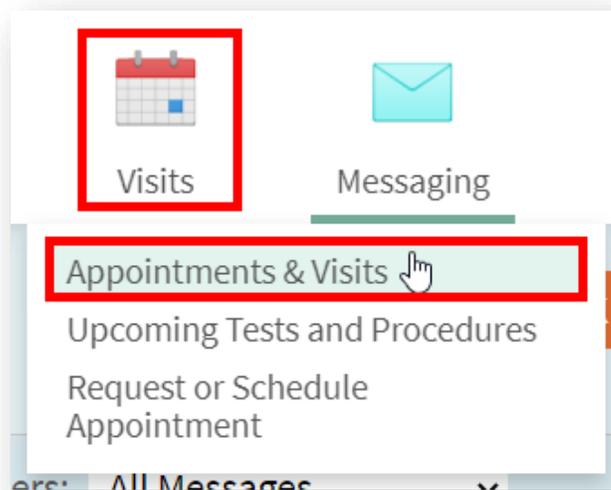
9. Your provider will end the visit when it is complete. Please do not end the session on your computer. Wait until your provider has ended the appointment.

If You Try to Start Your Virtual Visit More Than 15 Minutes Before Your Appointment Time

The **Begin Virtual Visit** button will be greyed out if you access your appointment more than 15 minutes before the scheduled appointment. When it is greyed out, you cannot click it to start your virtual visit.



To reactivate the **Begin Virtual Visit** button, simply wait until you are within 15 minutes of your scheduled appointment. Then, hover over **Visits** and click on **Appointments & Visits**.

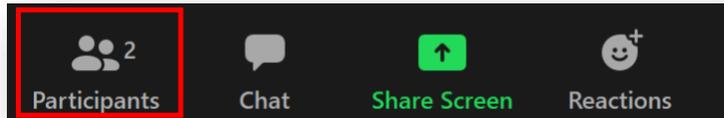


Go to page 4 of this document and start with step #3 ("click the Details button") to begin your virtual visit.

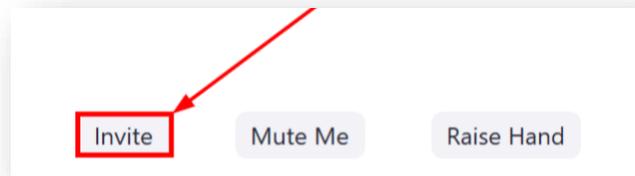
How to Invite a Friend or Loved One to Your Virtual Visit

Follow these steps to add another participant (such as a friend or loved one) to your virtual visit.

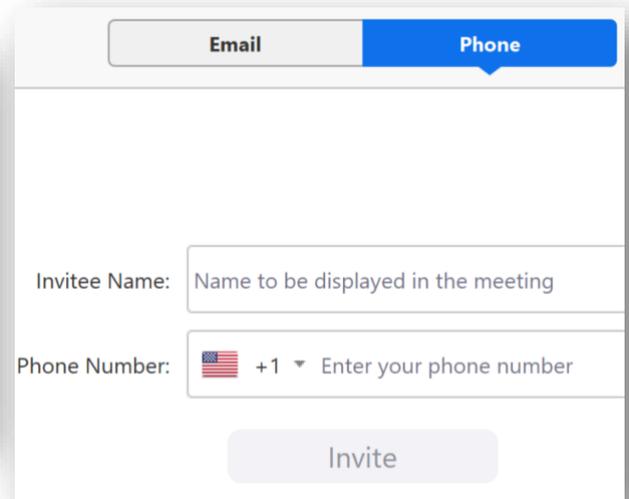
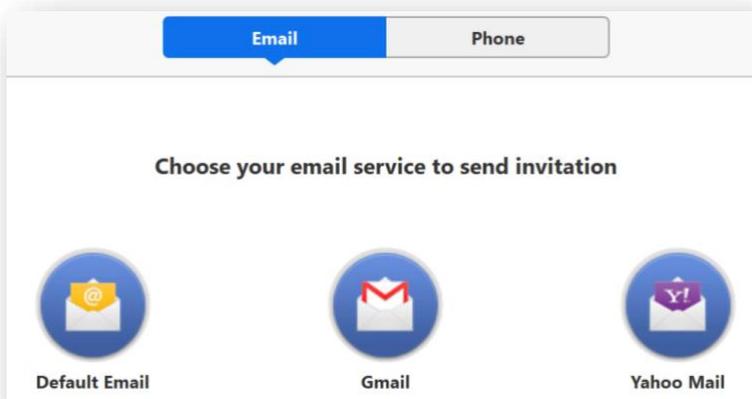
1. In Zoom, click on the **Participants** button at the bottom of the window.



2. Click on the **Invite** button at the bottom of the Participants list that appears.



3. A new window should appear where you have the option to invite another person.
 - a. To invite them to join by video, **send an invite link through your email.**
 - b. To invite them to join by phone (audio) only, **enter their name and phone number.**



Need Help?

If you have questions regarding virtual visits, please call Patient Gateway technical support at **800-745-9683** and select **option 1**.