

TELEHEALTH TIP SHEET

Preparing and joining appointments by Zoom

1 Set up your technology in advance

- Be sure that your device is connected to a reliable internet source.
- Fully charge or plug in your equipment.
- Download or update the most current version of the Zoom Cloud Meeting application from the App store.
- Test your software by visiting the Zoom website at <https://zoom.us/test>.



2 Prepare for your appointment

- Set up in a quiet space where you will not be disturbed. **DO NOT** hold your appointment while driving or seated in a vehicle (*We will reschedule.*)
- You may be asked to move around – be sure you have plenty of space.
- Write down any questions or concerns you may have.
- Review your prescriptions to see if any refills are needed.



3 Just before your appointment

- Locate and open the meeting invitation from your doctor's office at MHSI.
- Click the Zoom link to launch the Zoom application.
- Enter the Meeting ID and Passcode from the appointment to join the meeting.



4 Connect video & audio

- To connect the video, click the button that reads "Join with Video" located below the preview window.
- Zoom may ask to be allowed permissions to enable video and audio, click "yes."
- Join the audio by selecting "Call via device audio" or "Call via internet."
- Your provider will arrive shortly if they are not already visible on screen. Please be patient if they do not arrive precisely at the appointment time.



Watch a short video:
How to Join a Zoom Meeting
[clicking here.](#)

We will try to assist in getting you connected the best we can – but we cannot provide IT support. Please have assistance available with you at your appointment time if you have difficulties connecting. If you are unable to connect, your appointment may be rescheduled.

For additional assistance or to reschedule call 248-784-3667 or click here to visit the patient portal.