

# Setting up ZOOM for your initial Telemedicine video-based appointment

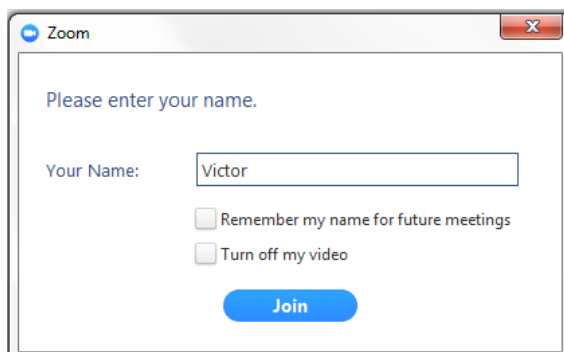
Zoom is a health information (HIPAA) compliant video conferencing system that allows you to have a video conference based visit with your Greater Portland Health provider. You must have a computer, tablet or smart phone with a front facing camera to participate in the Zoom telehealth visit. There are a few steps you must take to help you prepare for your initial appointment. At the beginning of your appointment, your provider will also ask you for an alternate contact number at which to reach you, just in case you have trouble getting started or if you get disconnected during the appointment.

The Zoom application is also available for download to use on smart phones and tablets. The apps are available in the Apple App Store and on Google Play. See instructions below for steps to set up your computer or phone for Zoom.

1. You will receive a link to participate in your telehealth appointment via e-mail message. Follow this link to get to the Zoom website.
2. You will be prompted to download the Zoom software to use on your computer, tablet, or smartphone. This software is free to use. You do not need to create your own account.

When prompted, select **Run**.  
A download should start automatically in a few seconds. If not, [download here](#).  
If you cannot download or run the application, [join from your browser](#).

3. Once you have downloaded the software, a box will prompt you to enter your name. Please enter your preferred first and last name.

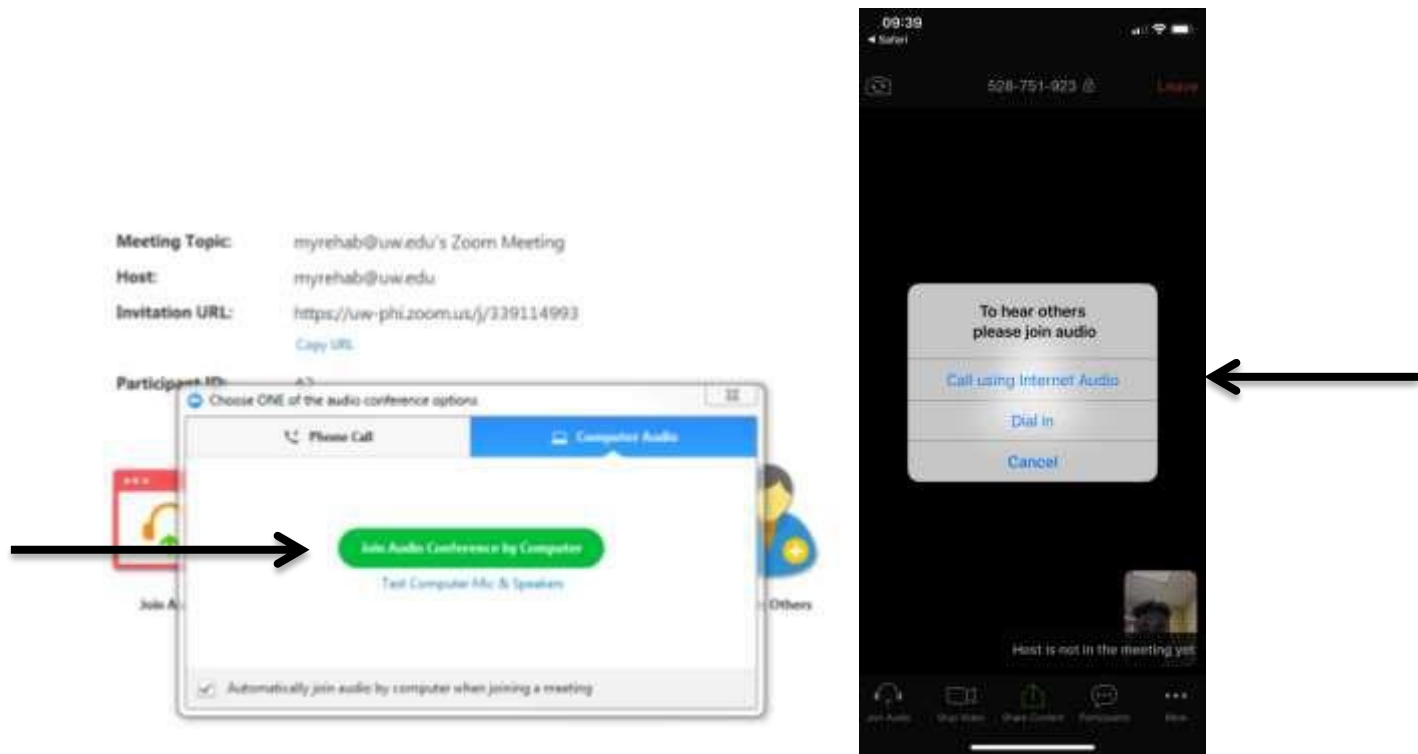


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- The next prompt will ask you how you would like the audio (sound source) for the meeting to be connected. It is best to connect by computer or the audio on your tablet or smart phone.

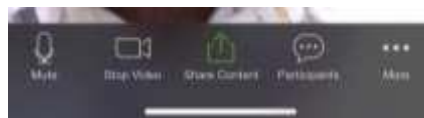


- Be sure that your microphone is not muted and that your speakers are not muted. This way you and your provider can speak to each other. You will also need to make sure that your video stream is "started" so that you can see each other. The tool bar at the bottom of your screen should look like this. You may have to hover your mouse over the screen on your computer or tap the screen on your phone to get this toolbar to appear.

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- You should be able to see and talk to your provider. If your provider is having issues seeing or hearing you, they may contact you at the number that you provided to them at the beginning of your session.
- This set up does not have to be done again for subsequent visits.
- If you will be utilizing an interpreter for your visit, the audio will be by phone and the video will be through the computer or tablet.