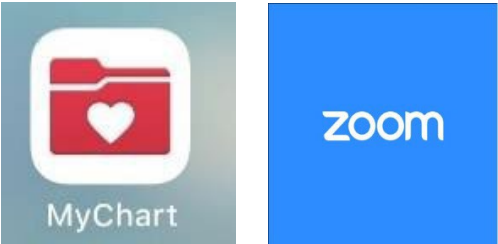
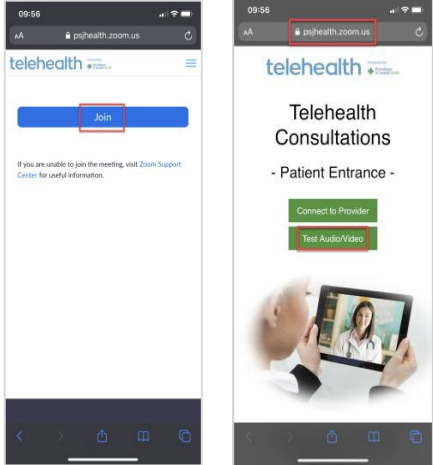



## Step-by-Step Guide for Virtual Visits

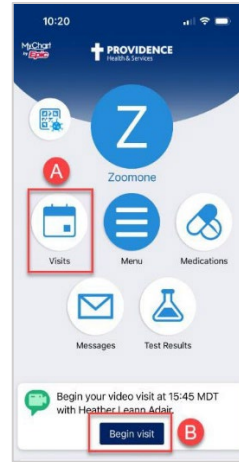
### Mobile Option 1: Mobile Device & MyChart

STEPS:	SCREEN EXAMPLES:
<p><b>1.</b></p> <p><b>Day before your appointment</b> From your smart phone or tablet, go to the app store, search for and download the MyChart app and the Zoom Cloud Meeting App.</p> <p>Verify you can login without difficulty.</p> <p><b>**Please allow access to camera and microphone if prompted.</b></p>	 <p>The screenshot shows two app icons side-by-side. On the left is the MyChart app icon, which is a red folder with a white heart inside, with the text 'MyChart' below it. On the right is the Zoom app icon, which is a blue square with the word 'zoom' in white lowercase letters.</p>
<p><b>2.</b></p> <p><b>Test your device</b> Go to <a href="https://psjhealth.zoom.us">psjhealth.zoom.us</a> and click the Test Audio/Video green button.</p> <p>You will be redirected to the Zoom device testing page.</p> <p>Click the blue Join button to test your device.</p>	 <p>The screenshot shows two mobile phone screens displaying the telehealth website. The left screen shows the 'Join' button highlighted with a red box. The right screen shows the 'Test Audio/Video' button highlighted with a green box. The website header includes 'telehealth' and 'psjhealth.zoom.us'.</p>
<p><b>3.</b></p> <p><b>Day of appointment</b> Open the MyChart app on your smart phone or tablet and log in.</p>	 <p>The screenshot shows the MyChart app sign-in screen. It features a blue header with 'MyChart - Sign in' and a 'Close' button. Below the header, it says 'Pay bill as guest' and 'Welcome'. There are input fields for 'Your username' and 'Password'. Below these fields are links for 'Forgot MyChart username?' and 'Forgot password?'. At the bottom, there is a green 'SIGN IN' button and a 'New User? Sign Up Now' link.</p>

4

Click A to open upcoming appointments list or

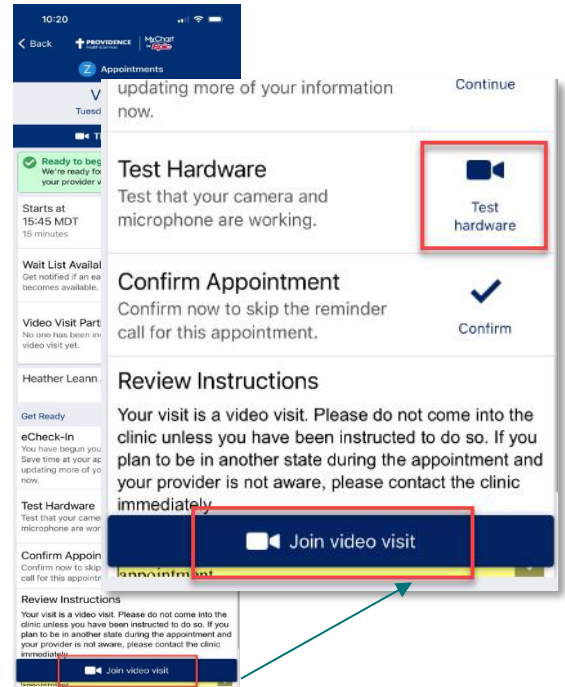
Click B on the BEGIN VISIT icon from the home screen to launch the video visit directly



5.

In your appointment details you can click on the JOIN VIDEO VISIT button when you are ready to start your visit.

Click on TEST HARDWARE to test your device

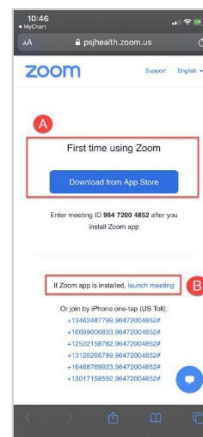


6

If you haven't already downloaded the Zoom app, you can do so now (A) example to the right.

You'll be redirected to the app store, download the app and follow instructions from STEP 2 above.

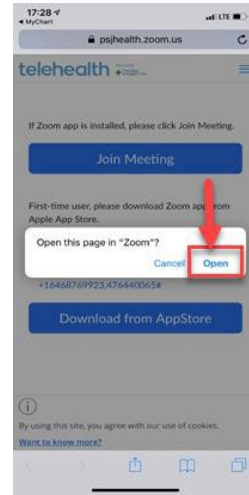
If you have previously downloaded the Zoom app, launch it from (B) example to the right.



Once you click launch meeting, you are then prompted to open the Zoom app.

CLICK OPEN

7.

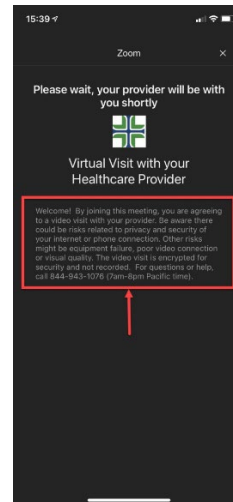


At this point, Zoom will automatically open, and you will be in a 'virtual waiting room.'

Your provider will join you shortly.

8.

**\*\*There is nothing to click on this screen.**



When your provider joins the video appointment and you are admitted from the "waiting room," you will be asked to join audio.

Click one of the following: CALL USING INTERNET AUDIO or CALL VIA DEVICE AUDIO

9.

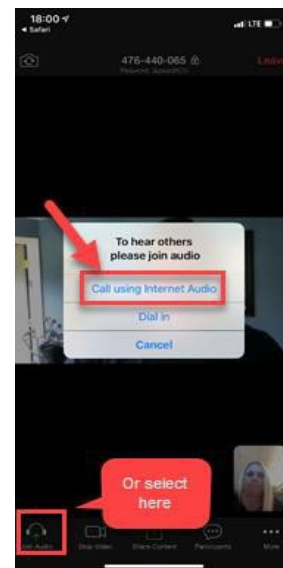
\*If you don't allow this, or accidentally hit cancel, you can still join by clicking "Join Audio" in the lower left corner of the screen.

\*You may also be asked to allow access to your microphone and camera.


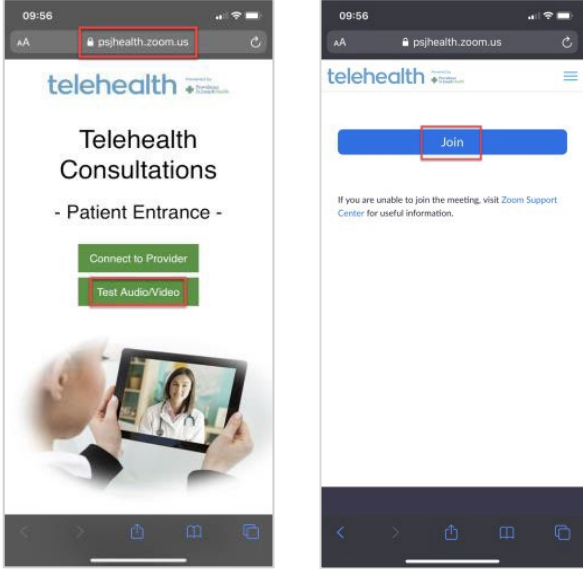
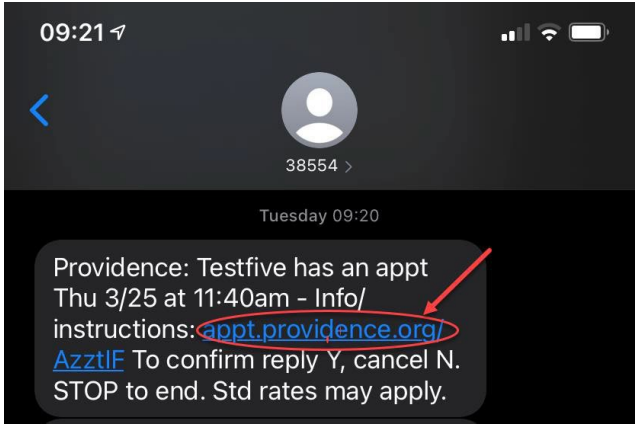
Proceed with Virtual Visit. Once the visit is done, CLICK LEAVE/END to exit the virtual visit.

iPhone Interface:

Android Interface:



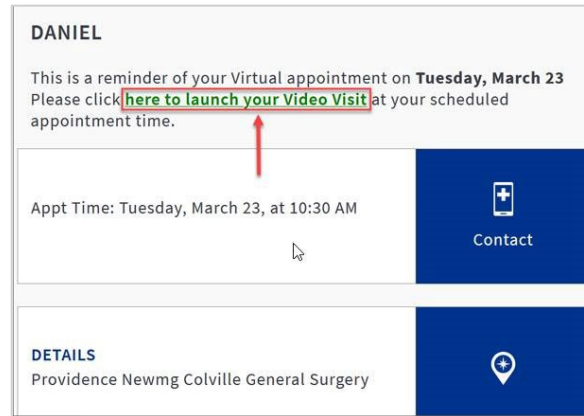
OPTION 2 Using a Mobile Device & Reminder Text

STEPS:	SCREEN EXAMPLES:
<p>1. <b>Day before your appointment</b> From your smart phone or tablet, go to the app store and search for the Zoom Cloud Meetings app; download to your device.</p> <p>**Please allow access to camera and microphone if prompted.</p>	
<p>2. <b>Test your device</b> Go to psjhealth.zoom.us and click the Test Audio/Video green button.</p> <p>You will be redirected to the Zoom device testing page. Click the blue Join button to test your device.</p>	
<p>3. <b>Day of appointment</b> Open the reminder text you received two days prior to your appointment and click on the link in the text to open the web page that contains the link to the video visit</p>	

4.

Once on the web page, click the bolded hyperlinked text 'here to launch your Video Visit' to start your video visit

Your mobile device will then launch the secure Zoom session for your video visit

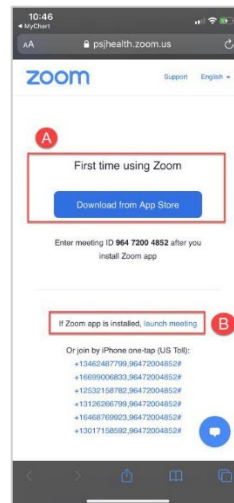


5.

If you haven't already downloaded the Zoom app, you can do so now (A) example to the right.

You'll be redirected to the app store, download the app and follow instructions from STEP 2 above.

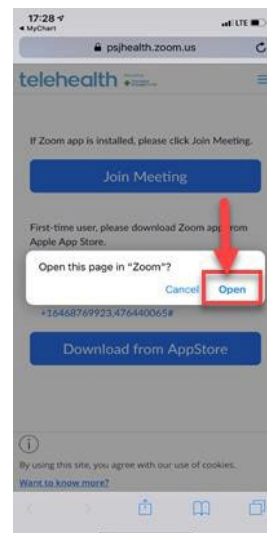
If you have previously downloaded the Zoom app, launch it from (B) example to the right.



6.

Once you click launch meeting, you are then prompted to open the Zoom app.

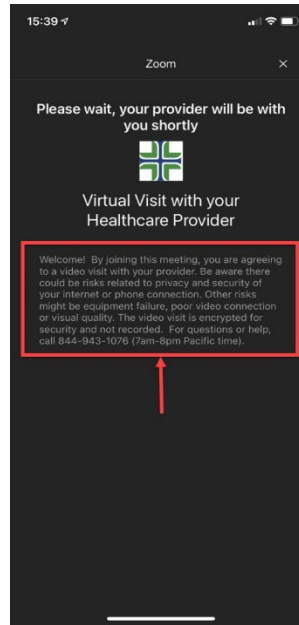
CLICK OPEN



At this point, Zoom will automatically open, and you will be in a 'virtual waiting room.'

Your provider will join you shortly.

**\*\*There is nothing to click on this screen.**



7.

When your provider joins the video appointment and you are admitted from the "waiting room," you will be asked to join audio.

Click one of the following:  
**CALL USING INTERNET AUDIO** or **CALL VIA DEVICE AUDIO**

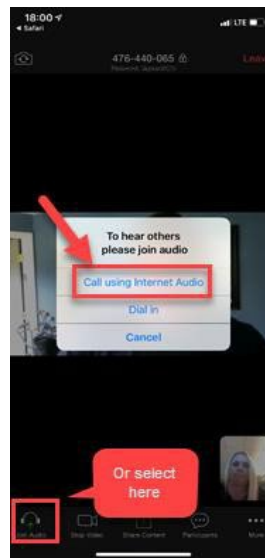
\*If you don't allow this, or accidentally hit cancel, you can still join by clicking "Join Audio" in the lower left corner of the screen.

\*You may also be asked to allow access to your microphone and camera.

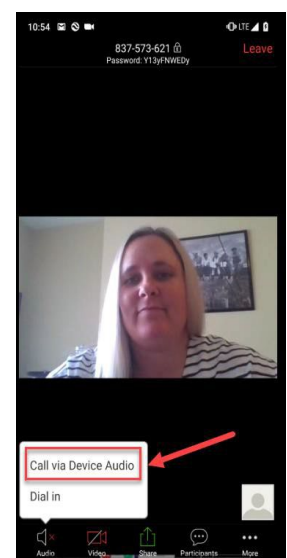
Proceed with Virtual Visit.

Once the visit is done, **CLICK LEAVE/END** to exit the virtual visit.

**iPhone Interface:**


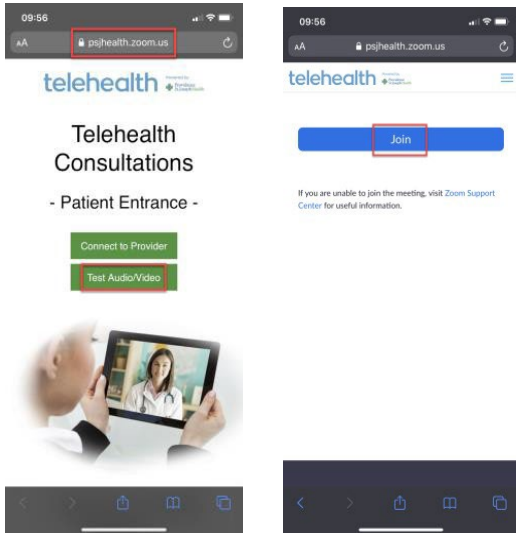
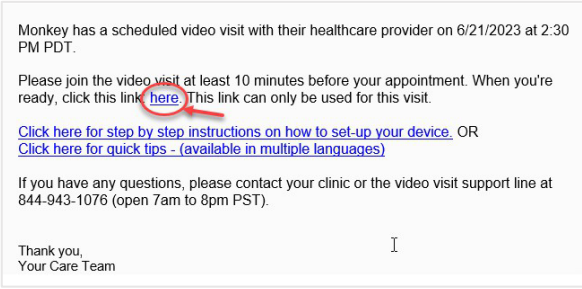


**Android Interface:**



8.

## Option 3: Using a Mobile Device & Email

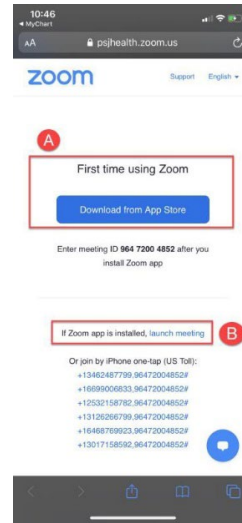
STEPS:	SCREEN EXAMPLES:
<p><b>1.</b></p> <p><b>DAY BEFORE YOUR APPOINTMENT</b></p> <p>From your smart phone or tablet, go to the app store and search for the Zoom Cloud Meetings app; download to your device.</p> <p>**Please allow access to camera and microphone if prompted.</p>	
<p><b>2.</b></p> <p><b>TEST YOUR DEVICE</b></p> <p>Go to psjhealth.zoom.us and click the Test Audio/Video green button.</p> <p>You will be redirected to the Zoom device testing page. Click the blue Join button to test your device.</p>	
<p><b>3.</b></p> <p><b>DAY OF APPOINTMENT</b></p> <p>Open the email you received from “DONOTREPLYMYCHART” with subject line: Join your video visit with your healthcare provider and click on the hyperlinked text “here” to launch your video visit.</p>	

4.

If you haven't already downloaded the Zoom app, do so now (A in example).

You'll be redirected to the app store, download the app and follow instructions from STEP 2 above.

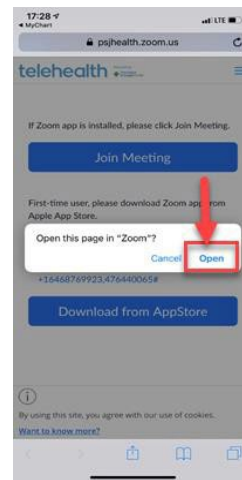
If you have previously downloaded the Zoom app, launch it from (B) in example.



5.

Once you click launch meeting, you are then prompted to open the Zoom app.

**CLICK OPEN**



6.

At this point, Zoom will automatically open, and you will be in a 'virtual waiting room.'

Your provider will join you shortly.

**\*\*There is nothing to click on this screen.**





When your provider joins the video appointment and you are admitted from the “waiting room,” you will be asked to join audio.

Click one of the following:  
CALL USING INTERNET AUDIO or CALL VIA  
DEVICE AUDIO

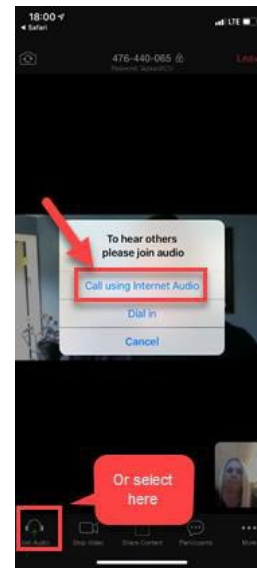
7. \*If you don't allow this, or accidentally hit cancel, you can still join by clicking “Join Audio” in the lower left corner of the screen.

\*You may also be asked to allow access to your microphone and camera.

Proceed with Virtual Visit.

Once the visit is done, CLICK LEAVE/END to exit the virtual visit.

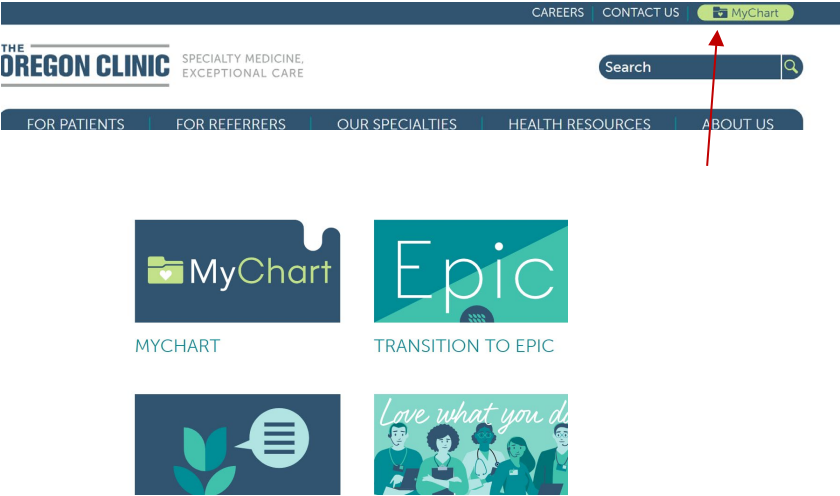
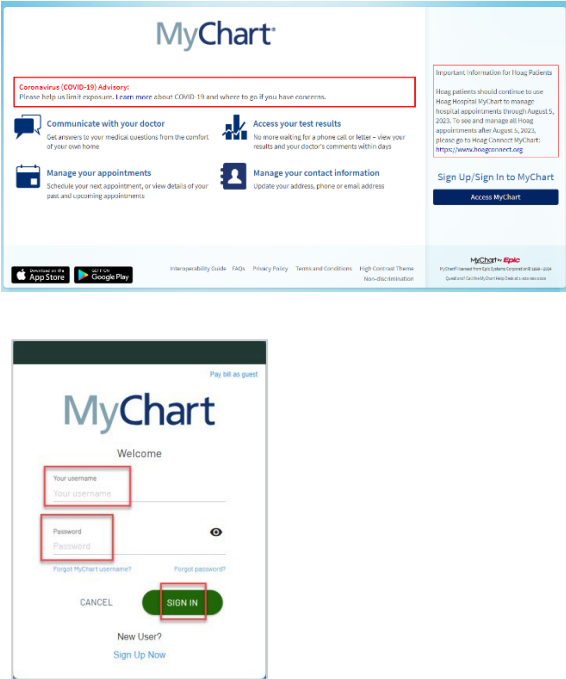
iPhone Interface:



Android Interface:



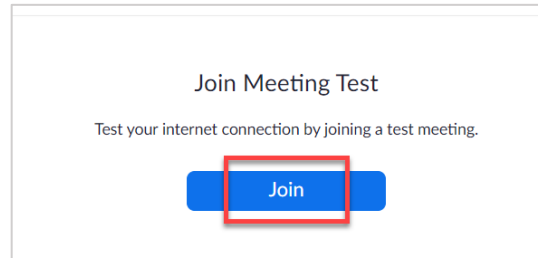
## Using a Desktop or Laptop Computer and MyChart

STEPS:	SCREEN EXAMPLES:
<p>1. This step is to make sure you can login to your account before your appointment.</p> <p><b>DAY BEFORE APPOINTMENT</b></p> <p>From your internet browser, visit <a href="http://www.oregonclinic.com">www.oregonclinic.com</a> and click on the MyChart tile in the middle of the screen or top right corner of the screen.</p>	
<p>2. Proceed to log in to your MyChart account</p> <p>Click <b>ACCESS MYCHART</b> and then proceed with logging into your account.</p>	

**TEST YOUR DEVICE**

Go to [psjhealth.zoom.us](https://psjhealth.zoom.us) and click the Test Audio/Video green button.

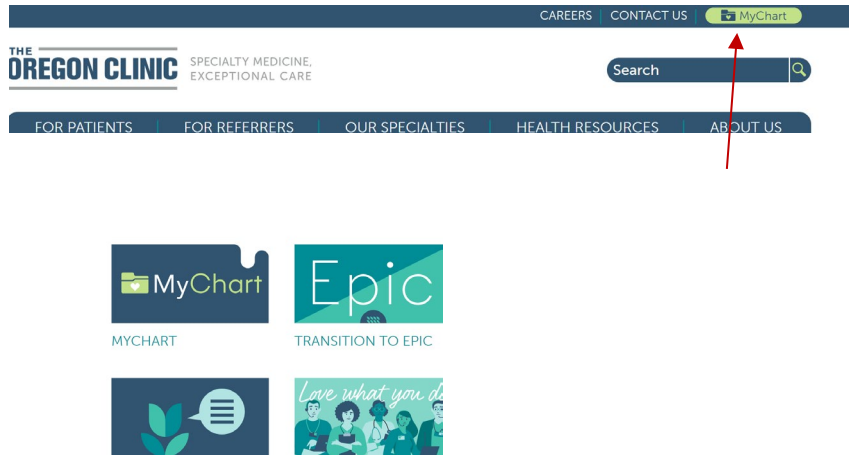
You will be redirected to the Zoom device testing page. Click the blue JOIN button to test your device.



3.

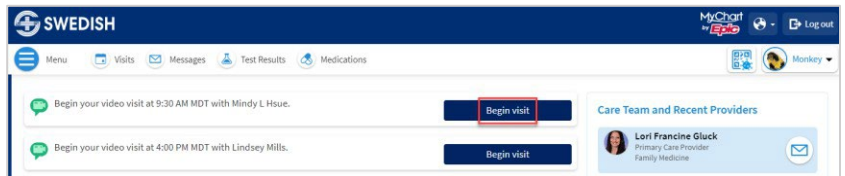
**DAY OF APPOINTMENT**

Follow STEPS 1-2 above for desktop/laptop device.



4.

Click the BEGIN VISIT button on the home page.

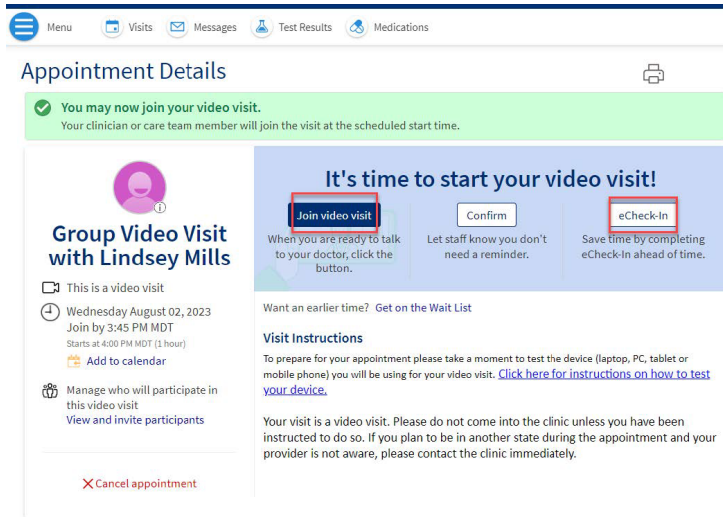


5.

6.

Proceed through the ECHECK-IN process to test your hardware and identify your location prior to your appointment.

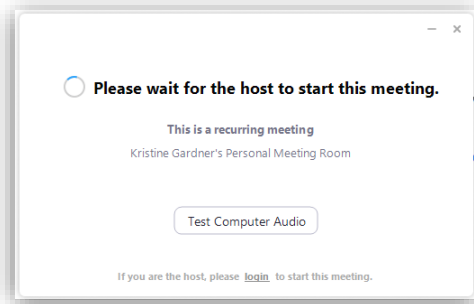
Click the JOIN VIDEO VISIT when you are ready to join your visit.



7.

Zoom Cloud Meetings will launch automatically, and you will be taken to a “virtual waiting room.”

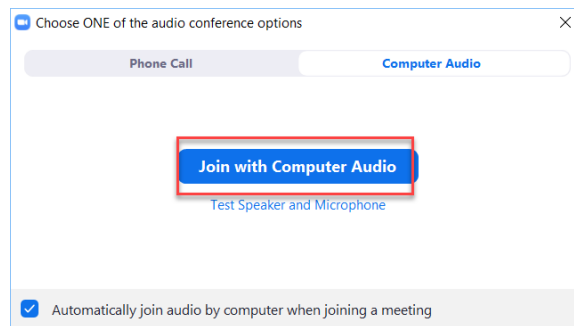
**\*There is nothing to click on during this time\***



8.

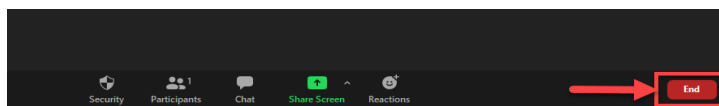
You will be admitted to the session once your provider joins. You may be prompted to allow access to your microphone and camera.

Proceed with Virtual Visit.



9.

Once the visit is done, CLICK LEAVE/END to exit the virtual visit.



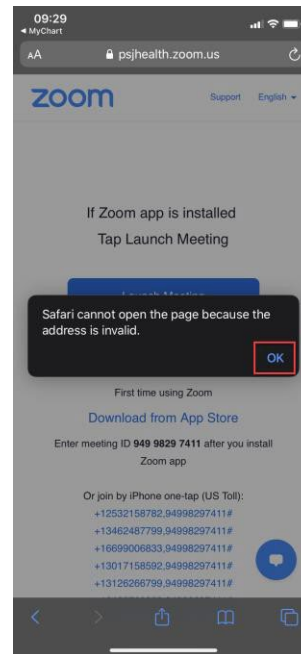
## TROUBLESHOOTING for SMART PHONES AND TABLETS

1.

If you have not already downloaded the Zoom app ahead of time, you will see this screen first saying “Safari cannot open this page...”

Click ‘OK’

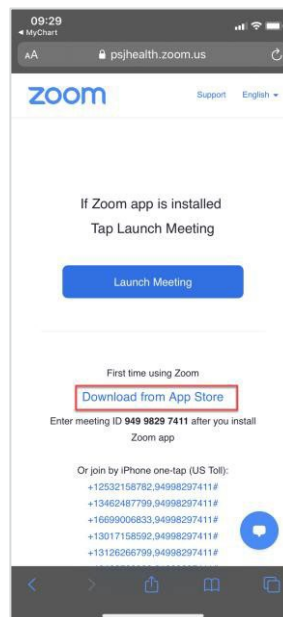
Once you have the ZOOM Cloud app downloaded, you’ll need to return to MyChart and click the Begin Video Visit button again. ZOOM will automatically activate at that point.



2.

This screen pops up and you need to select the blue “Download from AppStore” button

iPhone Interface:



Android Interface:

