Welcome to Your Virtual Visit!

We want to make sure your experience is a positive one, so please read the information in this guide before your visit.

What is a Virtual Visit?
A Virtual Visit is a medical appointment with your health care provider conducted on a secure, HIPAA-compliant audio and video call. HIPAA (Health Insurance Portability and Accountability Act of 1996) is US legislation concerning data privacy and security provisions for safeguarding a patient's protected health information. The Virtual Visit experience is similar to a Skype or Facetime call. MercyOne uses a videoconferencing software called Zoom, which is designed specifically for health care interactions.

What type of equipment do I need for the Virtual Visit?
* A current email address
* Access to the internet, either via broadband or a 4G/LTE cell phone network sufficient for streaming audio and video calls, like Facetime or Skype.
* A smartphone or tablet. You will be directed to download an app to your smartphone or tablet to make the video connection.

What happens during a Virtual Visit?
Click on the link provided in the appointment invitation, and you will enter the health care provider's Virtual Waiting Room, where you can test your audio and video quality before your visit starts. Once your health care provider joins the visit, you and your provider will hear and see each other via the software and the video screen, and your provider will conduct your visit. Please see the next page for step-by-step instructions.

Are you recording my visit?
No. Visit recordings and photographs are prohibited.

Can my health care provider prescribe medications during my Virtual Visit?
Yes, your provider may prescribe medications, if deemed appropriate for your care.

Are Virtual Visits covered by insurance?
Effective January 2019, the State of Iowa requires all private insurers to cover health care services delivered via telehealth to the same extent that those services are covered in-person. Medicare and Medicaid will also cover some telehealth services. To determine your financial responsibility, please contact your healthcare insurer directly.

AT LEAST 1 WEEK BEFORE YOUR VISIT

1. System Requirements

A smartphone

B tablet

You can connect to your MercyOne Virtual Visit via a smartphone or tablet. NOTE: 4G/LTE cellular network service or broadband internet speed (1.2Mbps up/down) is required to be able to participate in your virtual visit. You can test the network speed by visiting speedtest.net. If you cannot access the internet with 4G/LTE cellular network service or broadband, please contact the clinic to schedule an in-person visit. Patients are responsible for any costs associated with internet connection.

Apple iPhone (iOS)
iOS 7.0 or later
iPhone 4 or later
iPad 2 or later

Google Android
Android 4.0x or later

* For more information about System Requirements, please visit the Zoom Support page: https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-and-Android

While not required, a stand for your tablet or smartphone can help stabilize the video feed during your visit.

2. Download the "Zoom Cloud Meetings" app from the Apple App Store or Google Play store.

ZOOM Cloud Meetings [4+]
Zoom
#5 in Business
★★★★☆ 4.6, 7.6K Ratings
Free

No Zoom account creation is required. Once the Zoom app is downloaded, you can test or preview the Zoom experience by clicking this link and following the instructions: https://zoom.us/test

3. Find and Accept the MercyOne Virtual Visit invitation in your email inbox

Find the Virtual Visit Invitation in your email inbox and open the email.

iPad
≡ Inbox 🔍

Twitter   8:35 PM
@healthseeer17, check out the notificatio...
Twitter You've got 56 recent notifications on...

M MercyOne Clinic   8:26 PM
MercyOne Virtual Visit with Dr Smith
pvillacorta@mercydesmoines.org is inviting yo...

Tap "**Yes**" to accept the Virtual Visit.

MercyOne Virtual Visit with Dr Smith

🕐 When   📍 Address
Feb 18, 8:00 – 8:30 AM   https://zoom.us/j/9465121091

YES   MAYBE   NO
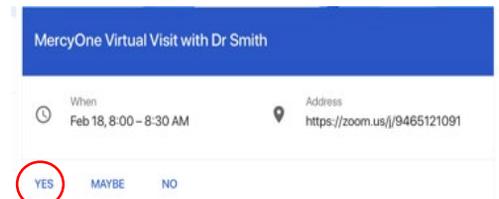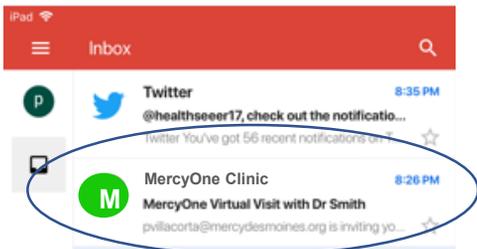
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1. Search for your Virtual Visit invitation in your email inbox. Open the email and **click** the **blue link** under, "Join Zoom Meeting."

> MercyOne Virtual Visit with Dr Smith Inbox
>
> P **MercyOne Clinic**
> to me
> 8:26 PM View details
>
> MercyOne Clinic@mercy.org   inviting you to a MercyOne Virtual Visit.
>
> Join Zoom Meeting
> https://zoom.us/j/9465121091

2. A new window will open. Click **Open** when you see, "Open this page in "Zoom"?

> Open this page in "Zoom"?
>
>   Cancel   Open

Steps 3a, 3b and 3c (below) may appear on your screen, depending on your phone's system software.

3a. A new window will open. Tap "**OK**" to "Zoom would like to access the microphone."

> "Zoom" Would Like to Access the Microphone
> For people to hear you during meetings, Zoom needs access to your microphone.
>
> Don't Allow   OK

3b. A new window will open: "To hear others please join audio." Tap "**Call using Internet Audio.**"

> To hear others please join audio
>
> Call using Internet Audio
> Dial in
> Call My Phone
> Cancel

3c. A new window will open: "Zoom would like to send you notifications." Tap "**Allow.**"

> "Zoom" Would Like to Send You Notifications
> Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.
>
> Don't Allow   Allow
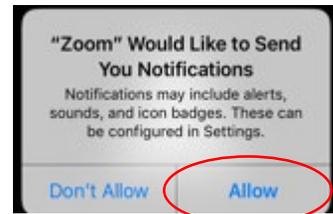
Note: You will NOT have to repeat steps 3a, 3b, or 3c for any subsequent Virtual Visit.

4. A new window will open: Please **enter your name** when prompted and tap "**Continue**."

> Start a Meeting
> Start or join a video meeting on the go
>
> Please enter your name
> Sue smith
> Cancel   Continue
>
> Waiting...
>
> q w e r t y u i o p
> a s d f g h j k l
> z x c v b n m
> 123 space return

5. You will arrive at the MercyOne Virtual Waiting Room. Please conduct a test of your audio and video by following the system prompts to ensure your Virtual Visit goes smoothly.

Your healthcare provider will be with you shortly. Please wait.

MercyOne Virtual Visit

Welcome to your virtual visit! While you are waiting, please take a few moments to test your device volume, webcam and mic by following the system prompts. If you encounter any technical issues please call 1-888-79...

Test Computer Audio
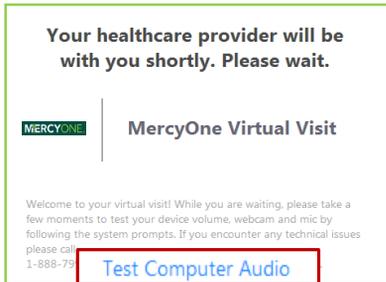
6. Once your health care provider admits you to your Virtual Visit, you will be able to see and hear each other.
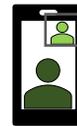
A smartphone   **B** tablet

If you are having problems hearing or seeing your health care provider, please use the messaging function within the Zoom app to communicate the problem to your provider. Refer to the next section (below) "Troubleshooting" for more information.

Tap "**Participants.**"
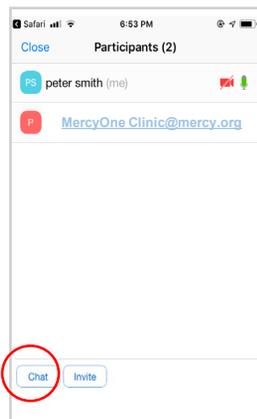
Tap "**Chat.**"
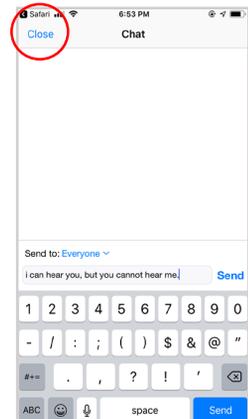
Type a message to your provider about the technical issues you are experiencing and tap "**Send.**" When finished, tap "**Close.**"

7. When you and your provider have completed your Virtual Visit, tap "**Leave Meeting"** and follow the prompts.

Leave Meeting

If you have any questions, please contact the clinic that scheduled your virtual visit or simply respond to the Virtual Visit email invitation.

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Virtual Visit Troubleshooting Guide

TIPS:

- Conduct the visit in a private space with ample lighting. Do not conduct the visit near a window since the glare from a window can cause shadows.

- Connect a few minutes prior to your scheduled visit to allow time to test your equipment.

- Reduce background noise so you and the provider may hear each other clearly.

- Speak in a normal voice.

- Prop your smartphone or tablet to steady the picture.

- If possible, have your camera at eye level.

Audio Troubleshooting

I can see my health care provider, but I cannot hear her/him.
- Increase the volume on your phone until you can hear your provider.

I can see my health care provider, but he/she cannot hear me.
- Ensure that the Zoom app has access to your phone's microphone.
- Ensure that your phone is not on "mute."

Video Troubleshooting

I can see my health care provider, but he/she cannot see me.
- Ensure the Zoom app has access to your device's camera. Please see below.

Sound icon at the top should be "**On**."

CORRECT

LIVE IMAGE OF PROVIDER WILL SHOW HERE
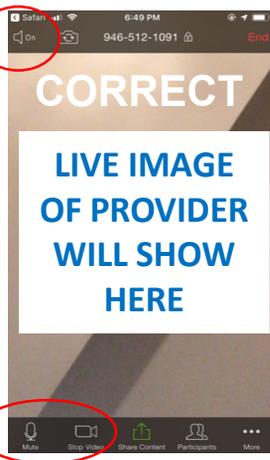
All icons at the bottom menu should be clear in color.

If the sound icon says, "**Off**," tap to turn "**On**."

INCORRECT
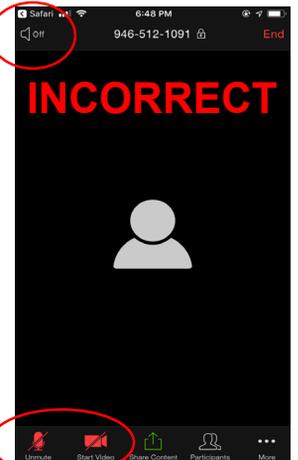
If the microphone (mic) or camera icons are red and have a line through them, tap the icons to unmute the mic and start video.

If you have any questions about your Virtual Visit, please contact your health care provider's office.