

Preparing for your Hoag Virtual Care Video Visit



What is a Hoag Video Visit?

Telehealth is a 'video visit' which allows you to meet with your provider through secure video conferencing technology from the comfort of your home or a preferred location. Even though he/she will not be there physically, your provider will be able to see you and you will be able to see and hear your provider similar to an in-office visit.

How do I prepare for a Video Visit?

To ensure your visit goes smoothly and is free of technical glitches, in advance of your visit, please complete the **four (4)** steps outlined to the right in the "What do I need for My Video Visit?" section of this flyer.

How do I get connected online the day/time of the visit?

Shortly after you have scheduled a Video Visit, you will be sent a link to your preferred email address or through your Follow My Health portal.

Preparing for your appointment:

- Ten minutes prior to your appointment you will receive a phone call from our office staff. They will conduct a virtual check-in, collect any copay (please have credit card available), and provide log in support if needed.
- Find a quiet and private space where you're less likely to be distracted. **DO NOT DRIVE** while having the visit.
- Prepare to show identification (Driver's License) on-screen to the provider
- Access the link you received via email or Follow My Health. On a laptop/desktop, the link will take you to the ZOOM app
- You will wait in the virtual meeting room for the provider.

At the time of the appointment:

- Your provider will accept you into the virtual meeting room when they are prepared to begin your visit.
- Please be prepared to confirm your identity by showing your ID (Drivers License)
- The visit will be similar to an in-person visit. You will be able to interact on-screen, ask questions, explain your current reason for the call and listen to your provider's feedback.
- There may be a delay in audio, so please pause during the conversation so you are not talking at the same time.

Is there a Cost Difference?

While many insurance plans include Video services, coverage varies based on benefit plan and evidence of coverage for each individual.

What if I have more questions about Video Visits?

Please call your doctor's office.

Video Visit Verbal Consent; the following will be documented in your medical record.

Telehealth/Video Visits enables health care providers at different locations to provide safe, effective and convenient care through the use of technology. As with any health care service, there are risks associated with the use of Telehealth/Video Visits, including equipment failure, poor images and information security issues. You have the right to withhold or withdraw your consent to use Telehealth/Video Visits in the course of your care at any time. Patient verbally consented to the use of Telehealth/Video Visits in their medical care.

What do I need to do before My Video Visit?

Step 1 – Choose a Device

You must use at least one (1) of the following devices:

- Laptop Computer with a Display, Speakers, Built-In or External Camera and Microphone
- Desktop Computer with a Display, Speakers, External Camera and Microphone
- Tablet with a Camera and Microphone
- Smartphone with at least a 5.5" Display, Camera and Microphone

Step 2 – Laptop and Desktops: Confirm Internet and Browsers

You must have internet access (secure Wi-Fi Source) with at least 1.5 mbps and at least one (1) of the following browsers:

- Google Chrome
- Firefox
- Internet Explorer (Version 7 or higher)
- Safari (Version 5 or higher)

Step 3 – Tablets & Mobile Devices: Download the FREE ZOOM Application

You will be using a safe, secure, and FREE internet-based video application called **ZOOM Cloud Meeting** to connect you with your provider. Prior to your appointment please download and install the application.

- Windows or Mac desktop or laptop: <http://zoom.us/download> or App Store; select ZOOM Cloud Meeting
- Apple products iOS: Download the ZOOM Cloud Meeting app from the App Store.
- Android: Download the ZOOM Cloud Meeting app from Google Play.

Step 4 – After downloading ZOOM Cloud Meeting;

Follow prompts to test your device; <https://zoom.us/test>

- Smartphone or tablet: Follow the prompts to confirm camera, microphone and speakers are working.
- Laptop or Desktop: When prompted choose "Join Audio Conference by computer." Hover your mouse over the ZOOM toolbar. Your camera is working if you can see yourself. To test your microphone, unmute the microphone and speak. Microphone icon will flicker green when you speak, if operational.

