UW Medicine
TELEHEALTH

ቖፃራ ሕክምና ብ ስልኪ

ሕክምና ብ ስልኪ እንታይ ከምዝኾነ፣ከመይ ከምዝሰርሕን ስልክኹም/ኮምፒተርኩም ከመይ ከምተዳልውዎ

ትሕዝቶ

ብዛዕባ ቆፃራ ሕክምና ናይ ስልኪ (ገፂ 2)

ብዛዕባ ዙም (ገፂ 2)

ደሕንነትኩምን ምሽጢራዊነትኩምን (ገፂ 2)

ንቆፃራ ሕክምና ብስልኪ ከመይ ከምትዳለው (ገፂ 2)

ሕቶ እንተለኩም (ገፂ 2)

ኣብ እዋን ቆፃራ ኣጠቓቕማ ዘበናዊ ስልኪ(ስማርት ፎን)ን ታብሌትን (ገፂ 3-8)

ኣጠቓቕማ ኮምፒውተር ኣብ እዋን ቖፃራ (ገፂ 3-8)

ኣብ እዋን ቆፃራ ሕክምና ናይ ስልኪ ኣቕራባይ ኽንካነኹምን እስኻትኩምን ብኮምፒውር፣ብዘመናዊ ስልኪ ወይከዓ ብታብሌት ክትረኣኣዩ ትኽእሉ ኢኹም፡፡

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ብዛዕባ ቆፃራ ሕክምና ናይ ስልኪ

ሕክምና ናይ ስልኪ እስኻትኩም ናብ ክሊኒክኩም መጺእኹም ንሓኪምኩም ንምርኣይ ኣብዘይትኽእልሉ እዋን ዘድልየኩም ኽንካነ ጥዕና ዝትረኽቡሉ መንገዲ እዩ፡፡ሕክምና ዩኒቨርስቲ ዋሽንግተን ሕክምና ብስልኪ ንምግባር ዙም ዝተብሃለ ግልጋሎት ቪዲዮ ይጥቀም፡፡

ብዛዕባ ዙም

ዙም ኣብ ርሑቕ ምስዘሎ ሰብ ብስእሊ እናተራኣኣኻ ንምዝርራብ ዘኽእል እዩ፡፡ኣብ ኮምፒውተር፣ኣብ ታብሌት ወይከዓ ኣብ ዘመናዊ ስልኪ ይሰርሕ፡፡

ኣገልግሎት ዙም ናፃ እዩ፡፡ኣካውንት(እትግልገሉሉ ሽም) ምፍጣር ኣየድልይን ፡፡

ደሕንነትኩምን ምሽጢራዊነትኩምን

ናይ ስልኪ ሕክምናኹም ደሕንነቱን ምሽጢራዊነቱን ዝተሓለወ፣ካብ ሓደጋ ካዓ ናፃ ዝኾነ'ዩ፡፡ ድምፅኹምን ስእልኹምን ተቐዲሑ ኣይቅመጥን፡፡ሓበሬታኹም ኩሉ ምስ ሓኪምኩም ኣብ ክሊኒክ ብኣካል ከምትገብሩዎ ዘረባ ምሽጢራዊነቱ ዝተሓለወ እዩ፡፡

ዙም ምስ ሕጊ ተሓታታይነትን ተዘዋዋራይነት ናይ ኢንሹራንስን (ሂፓ-HIPAA) ዝተሳነየ እዩ፡፡ እዚ ሒጊ ናታትኩም ምሽጢራዊነት ዝሕልውን ዝከላኸልን እዩ፡፡

ንቆፃራ ሕክምና ብስልኪ ከመይ ከምትዳለው

- ንቆፃራ ሕክምና ብስልኪ ቅድሚ ምድላውኩም ኣብትጥቀሙሉ ኣቕሓ ንዙም ኣዐርዩ፡፡
- እዚኦም ናውቲታት የድልዩኹም እዮም ፡-
  - ኮምፒውተር፣ታብሌት ወይከዓ ዘመናዊ ስልኪ ከሙ'ውን መእንታን ዶክተርኩም ገፅኹም ክርእየኩም ንገፅኹም ዘርእይ ካሜራ ኣብ ፊትንፊቱ ክህልዎ ኣለዎ፡፡
  - ኢንተርኔት
- ኩነታት ኢንተርኔትኩም ንምፍታን zoom.us/test to join a test meeting ንዝብል ጠውቑ፡፡

ሕቶ እንተለኩም

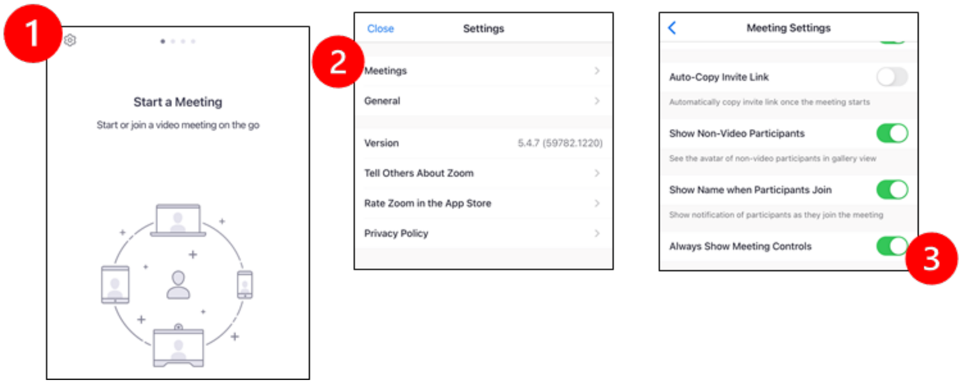
- ኣብ ምዕራይ ዙም ገለ ሕቶ እንተለኩም ንመቐበሊ ጋሻ ብ **206.520.5100** ደውሉ፡፡
- ብዛዕባ ሕክምና ብስልኪ ኣብ ሕክምና ዩኒቨርስቲ ዋሽንግተን ዝበለፀ ንምፍላጥ ናትና መርበብ ኣብ www.uwmedicine.org/virtual-care ራኣዩ፡፡

ኣጠቓቕማ ዘመናዊ ስልኪን (ስማርት ፎን) ታብሌትን ኣብ እዋን ቆፃራ

ቅድሚ ቖጻመይቲ ቆፃራ ሕክምና ብስልኪ

ደረጃ 1: ንዙም ኣፕ ካብ ኢንትርኔት ምውራድ

- ካብ መኽዘን ኣፕል ኣፕ ወይከዓ ጎግል ፕሌይ ንመራኸቢ ዙም ክላውድ ኣፕ ኣውርዱ(እንተሓቲትኩም ከዓ ኣሐድስዎ)፡፡ ኣብ ቀፃላይ ኣብዝህልወኩም ቆፃራ ተመሳሳሊ ኣቕሓ እንድሕር ትጥቀሙ ኮይንኩም እዚ ከይዲ ምድላው ምድጋም ኣየድልይን፡፡ ካልእ ኣቕሓ እንድሕር ትጥቀሙ ኮይንኩም ግን እዚ ምድላው ከምበሓዱሽ የድልየኩም እዩ፡፡
- ንመቆፃጸሪ መራኸቢ(ኣኼባ) ዙም ኩልግዘ ንምርኣይ
  1. ንምልክት ሴቲንግ (settings icon) ይጠውቑ.
  2. ኣኼባታት(“Meetings)” ንዝብል ይጠውቑ፡፡
  3. "ኩልግዘ መቆፃፀሪታት ኣኼባ ኣውጽኣለይ" ንዝብል ኣወልዕዎ.



ኣቕራባይኩም ናብቲ ኣኼባ ቅድሚ ምእታው(ምሕዋሱ)

ደረጃ 2: ንቆፃራኹም ድኽውን ፀጥ ዝበለ ቦታ ምረፁ

- ንምዕራይን ንምርኻብን ንባዓልኩም ኣቆዲምኩም 15 ደቒቓ ሃቡ
- ኣቕሓኹም ቻርጅ ዝተግብረ ወይከዓ ምስ ቻርጀር ዝተገናነየ ምኳኑ ኣረጋግፁ፡፡
- ፀጥ ኣብዝበለን ኣፀቢቑ ኣብ ትወለዐ ቦታ ኮፍ ይበሉ፡፡
- እንተኽኢልኩም ንቆፃራኹም ብይንኹም እትኾኑሉ ቦታ ምረፁ፡፡ካልኦት ሰባት ኣብ ጥቓኹም እንተሃሊዮም ንናፅነትኩም መስምዒ እዝኒ(ኢር ፎን) ትጥቀሙ ትኽእሉ ኢኹም፡፡

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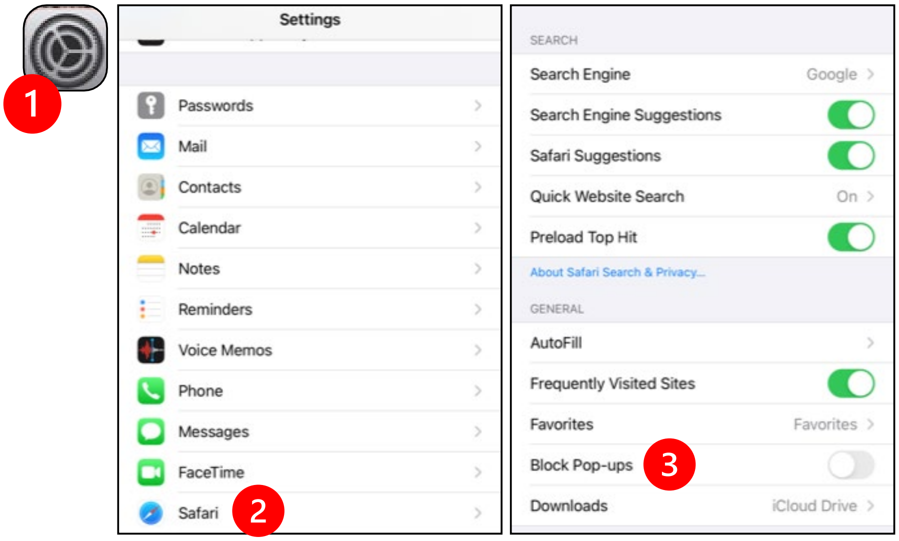
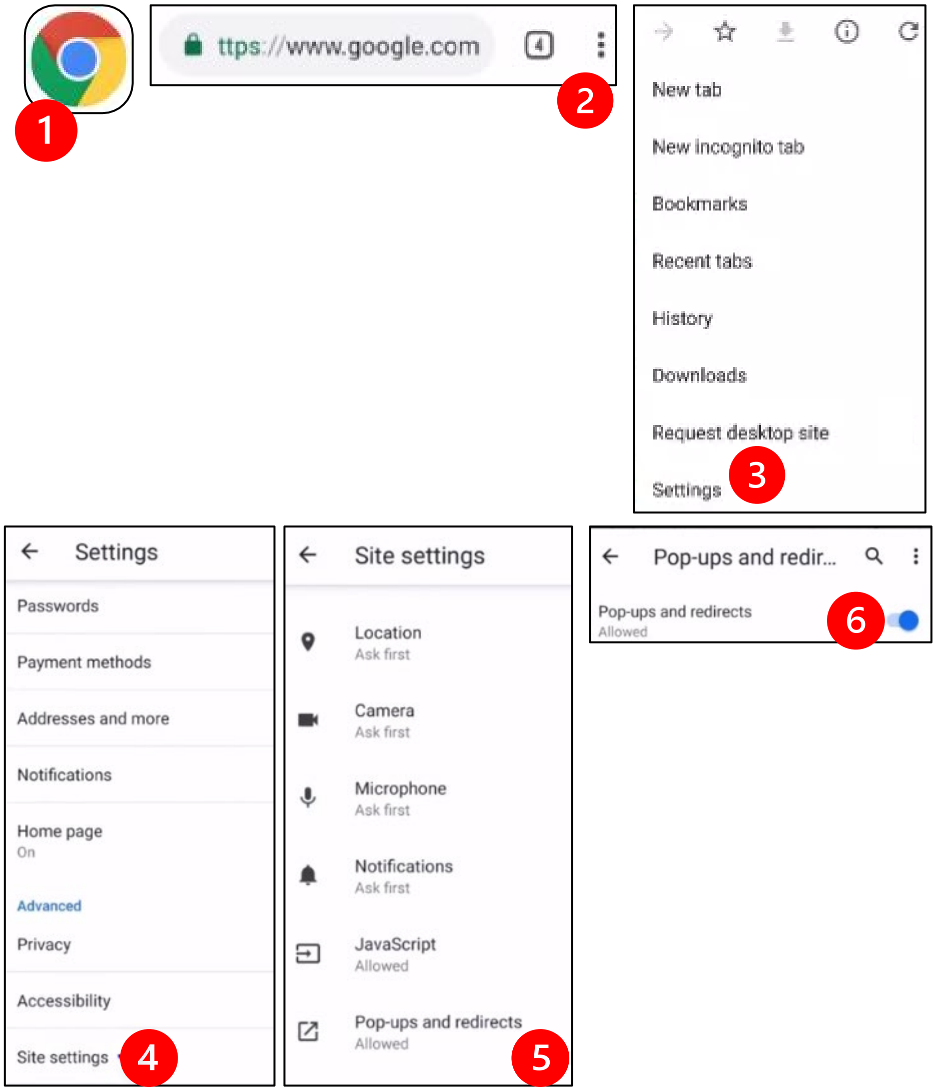
ደረጃ 3: ንዙም ምጅማር

A. ማይቻርት (MyChart) እንተልዩኩም

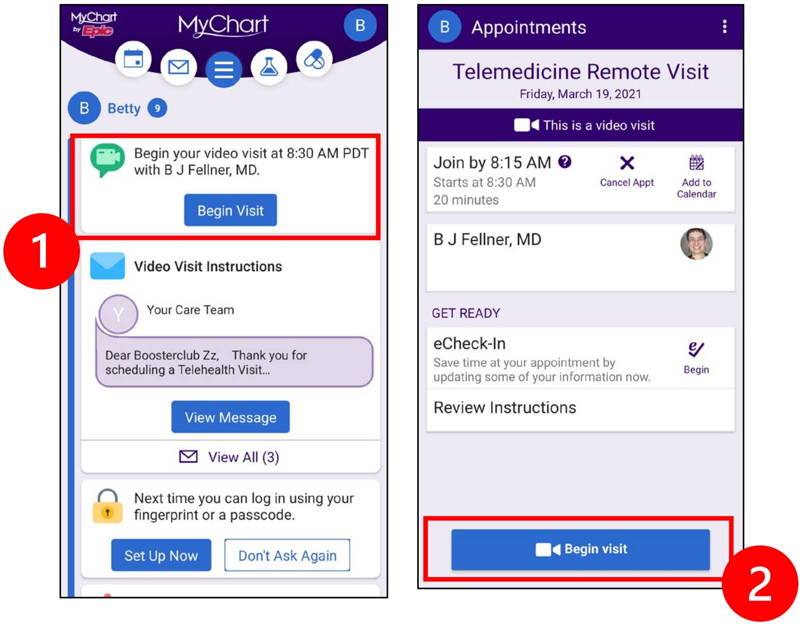
- ንኣይፎን ወይከዓ ንኣይፓድ፡- ንኣሰናከልቲ(ሽፈንቲ) ከምዘይሰርሑ ግበሩ
  1. ሴቲንግ“Settings” ንዝብል ጠውቑ
  2. ሳፋሪ “Safari” ንዝብል ጠውቑ
  3. ብሎክ ፖፕኣፕ “Block Pop-ups” ንዝብል ጠውቑ



- ንኣንድሮይድ ፡-ንኣሰናከልቲ(ሽፈንቲ) ከምዘይሰርሑ ግበሩ
  1. ክሮም (“Chrome”) ንዝብል ጠውቑ
  2. ኣብ ወገን የማን ላዕለዋይ ኣንጎሎ ንዘለው 3ተ ነጥብታት ጠውቑ
  3. ሴቲንግ (Settings) ንዝብል ጠውቑ
  4. ናይ ሳይት ሴቲንግ“ Site Settings” ንዝብል ጠውቑ
  5. ፖፕኣፕስን ሪዳይሬክትን (“Pop-ups and redirect”) ንዝብል ጠውቑ
  6. ፖፕኣፕስን ሪዳይሬክትን(“Pop-ups and redirect”) ንዝብል ጠውቑ



- ናብ ማይቻርት(**MyChart**) ክይዶም ይእተው፤ እንተሓቲትኩም ኣሐድስዎ
    1. ቆፃራ ቪድዮ ጀምር“Begin your video visit” ንዝብል ብምምራፅ ኣፈኑውዎ
    2. ቆፃራ ጀምር (“Begin Visit.”) ንዝብል ምረፁ፤ እዚ ንዙም የፈንዎ እዩ



- ዙም ናይ ተጠቃሚይ ሽም ክሓትት እዩ፤ ሽምኩምን ሽም ኣቦ ሕጎምኹምን ፅሓፉ
- ኣቐራባይ ኽንካነ ጥዕናኹም ክሳብ ዝቐርብ ኣብ “ ክፍሊ መፀበይ” ትፀንሑ ትኽእሉ ኢኹም ፡፡ኣቐራባይኩም ክሳብ ዝኣትው/ዝሕወስ ቁሩብ ደቒቓ ክወስደሉ ይኽእል፡፡ ብክብረትኩም ኣብ ኦንላይን ፅንሑ፡፡

B. ማይቻርት (MyChart) እንተዘይብልኩም

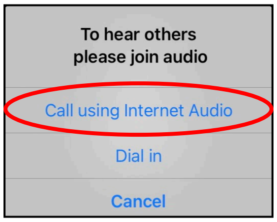
- ቅድሚ ቆፃራኹም ብፅሑፍ ኣቢሉ ናብ ዙም ዝመርሕ መተኣሳሰሪ/ሊንክ ብቴሌፎንኩም ክላኣኽልኩም'ዩ፡፡
- ናብ ዙም መርበብ ንምእታው ነዚ መተኣሳሰሪ /ሊንክ ተኸተሉ
- (እንተሓቲቱኩም) ነቲ መተኣሳሰሪ ንምኽፋት ዙም ክላውድ ኣፕ ንዝብል ምረፁ
- ዙም ሽም ክሓትት እዩ፤ ሽምኩምን ሽም ኣቦ ሕጎምኹምን ኣእትው
- ኣቐራባይ ኽንካነ ጥዕናኹም ክሳብ ዝቐርብ ኣብ “ ክፍሊ መፀበይ” ትፀንሑ ትኽእሉ ኢኹም ፡፡ኣቐራባይኩም ክሳብ ዝኣትው/ዝሕወስ ቁሩብ ደቒቓ ክወስደሉ ይኽእል፡፡ ብክብረትኩም ኣብ ኦንላይን ፅንሑ፡፡ ንትዕግስትኹም ነመስግነኩም፡፡

ኣቕራባይኩም ናብቲ ኣኼባ ምስተሓወሰ/ኣተወ

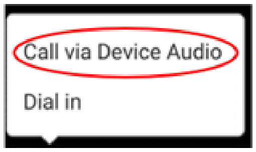
ደረጃ 4: ነቲ ድምጺ ኣራኽባ

ናይ ኢንተርኔት ወይከዓ ናይቲ ኣቕሓ ድምጺ ንኽትጥቀሙ ንመከር

- ንኣይፎን "ናይ ኢንተርኔት ድምጺ ተጠቒምካ ደውል" (Call using internet Audio) ንዝብል ጠውቑ፡፡



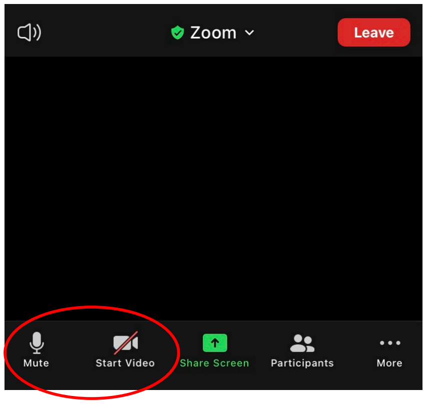
- ንኣንድሮይድ" ናይቲ ኣቕሓ ድምጺ ተጠቒምካ ደውል "(Call via Device Audio) ንዝብል ጠውቑ



- ደውል ("Dial in,") ንዝብል እንተመሪፅኩም ቑፅሪታት ተሰሪያም ይወፁ፤ ንምድዋል ገለ ቑፅሪ ውሰዱ፡፡ ታብሌትኩም / ዘመናዊ ስልክኹም መለለይ መንነት ተሳተፍቲ ክእትወልኩም እዩ፤ ናብ ኣኼባ'ውን ክእትወኩም እዩ፡፡

ደረጃ 5: ንኻሜራን ንማይክሮፎንን ክፈትዎም

- መቆፃጸሪ ናይቲ ስክሪን (toolbar) ንኽወፅእ ነቲ ስክሪን ሃንሳብ ጠውቑዎ፡፡
- እተን ማይክሮፎንን ስፒከርን ዘይተዓፀዋ ምኳኖም ኣረጋግፁ፡፡እዚ ንምግባር ኣብቲ መቖፃጸሪ ስክሪን (ቱልባር) ኬድኩም ድምፀ-ኣልቦ ኣይትግበር(Unmute) ትጥውቑ ትኽእሉ ኢኹም፡፡
- ቪዲዮኹም ዝተፈነወ ምኳኑ ኣረጋግፁ፡፡ ንቪዲዮ ጀምር (Start Video) ንዝብል ኣብቲ ቱልባር(መቖፃፀሪ ስክሪን) ትጥውቑ ትኽእሉ ኢኹም፡፡



"ድምጺ ኣጥፍእ"ን "ቪዲዮ ጀምር "ዝብላ ምልክታት ኣብቲ መቖፃፀሪ ስክሪን(ቱልባር) ይርከባ

ደረጃ 6: ናይ ርሕቐት ሕክምናኹም ብቪዲዮ ጀምሩ

ሕጅ ቆፃራኹም ንምጅማር ተዳሊኹም ኣለኹም፡፡

ኣቕራባይ ኽንካነኹም ኣብ ምርኣይ ስእልኹም ወይከዓ ኣብ ምስማዕ ድምፅኹም ፀገም እንተሃሊይዎ መጀመሪያ ሂብኩሙዎ ብዘለኹም ቆፅሪ ኣቢሉ ከድዉለልኩም እዩ፡፡ ታብሌት እንዳተጠቐምኩም እንተኾይንኩም ብከብረትኩም ቴሌፎንኩም ኣብ ቀረባ ግበርዋ ምናልባች ኣድላይት እንተኾይና፡፡

ንቖፃራኹም ኮምፒውተር ምጥቃም

ስዒቦም ዘለው መምርሒታት ናይ ማይቻርት(MyChart) ኣካውንት ንዘለዎም ተሐካምቲ ጥራሕ እዩ፡፡

ማይቻርት(MyChart) ዝብል ኣካውንት እንተዘይብልኩም

- ኣብ ገፂ 3 "ብዛዕባ ኣጠቓቕማ ዘመናዊ ስልኪ ወይከዓ ታብሌት ኣብ እዋን ቖፃራ " ንዝብል መምርሒ ተኸተሉ፡፡
- እንድሕር ማይቻርት(MyChart) ዘይብልኹም ደረጃ 3 ምስ በፀሕኩም ኣብ ገፂ 6 ኣብ ትሕቲ ቢ ንዘሎ መምርሒ ትኸተሉ፡፡

ቅድሚ ቀዳመይቲ ሕክምና ብቪዲዮ (ርሕቖት)

ደረጃ 1: ን "Zoom Client for Meetings" ኣውርዱ፡፡

- ናብ *zoom.us/download* ኪዱ፡፡ ትሕቲ “Zoom Client for Meetings” ንዘሎ ኣውርድ (Download) ንዝብል ጠውቑ፡፡
- እንተሓቲቱኩም ንዙም ጀምር ንዝብል ምረፁ(Choose to run Zoom (if prompted).

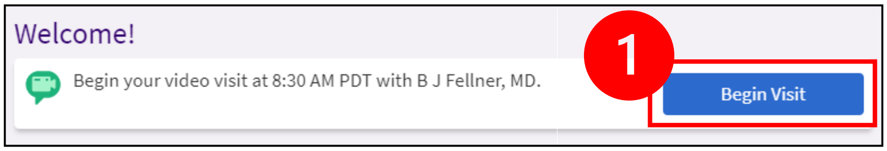
ቅድሚ ኣቖራባይ ኽንካነኹም ናብ ኣኼባ ምእታው

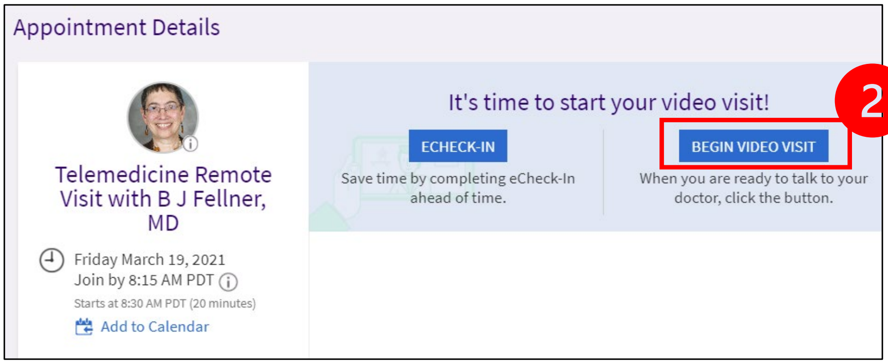
ደረጃ 2: ንሕክምናኹም (ቖፃራኹም) ብቪዲዮ ፀጥ ዝበለ ቦታ ምረፁ

- ንምዕራይን ንምርኻብን ንባዓልኩም ኣቐዲምኩም 15 ደቒቓ ሃቡ
- ኣቕሓኹም ቻርጅ ዝተግብረ ወይከዓ ምስ ቻርጀር ዝተገናነየ ምዃኑ ኣረጋግፁ፡፡
- ፀጥ ኣብዝበለን ኣፀቢቑ ኣብ ዝትወለዐ ቦታ ኮፍ ይበሉ፡፡
- እንተተኻኢሉ ንቆፃራኹም በይንኹም እትኾኑሉ ቦታ ምረፁ፡፡ካልኦት ሰባት ኣብ ጥቓኹም እንተሃሊዮም ንናፅነትኩም መስምዒ እዝኒ(ኢር ፎን)ትጥቀሙ ትኽእሉ ኢኹም፡፡

ደረጃ 3: ንማይቻርት (MyChart) ተጠቒምካ ን ዙም ምጅማር

- ናብ *mychart.uwmedicine.org* ይኺዱ፡፡
- ናብ ማይቻርት(MyChart) ይእተው
  1. ናይ ቪዲዮ ቖጸራ ጀምር(Begin your video visit)ንዝብል ምረፁ፡፡
  2. ቖጸራ ጀምር ("Begin Visit") ንዝብል ምረፁ፤ ዙም ክፍነው /ኽጅምር እዩ፡፡





- ዙም ሽምኩም ክሓተኩም እዩ፤ ሽምኩምን ሽም ኣቦ ሕጎምኹምን ኣእትው
- ኣቕራባይ ኽንካነ ጥዕናኹም ክሳብ ዝቐርብ ኣብ " ክፍሊ መፀበይ/መዕረፊ" ትፀንሑ ትኽእሉ ኢኹም ፡፡ኣቕራባይኩም ክሳብ ዝኣትው/ዝሕወስ ቁሩብ ደቒቓ ክወስደሉ ይኽእል፡፡ ብክብረትኩም ኣብ ኦንላይን ፅንሑ፡፡ ንትዕግስትኹም ነመስግነኩም፡፡

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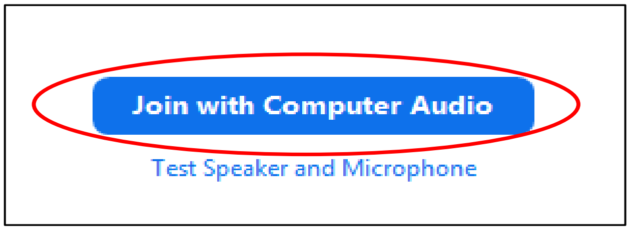
ኣቐራባይኩም ናብቲ ኣኼባ ምስተሓወሰ/ኣተወ

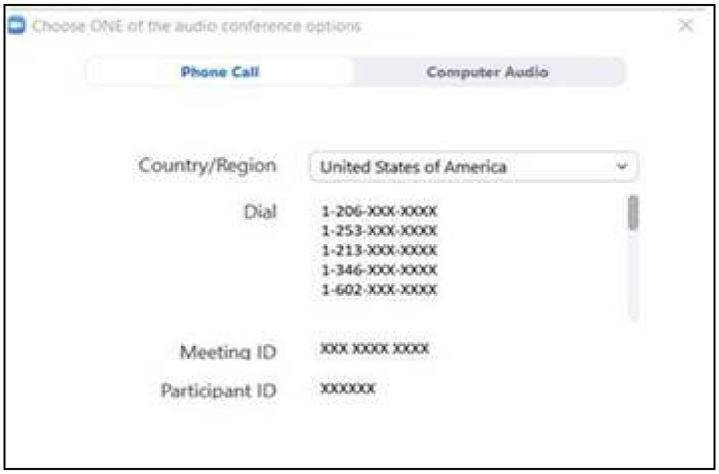
ደረጃ 4: ነቲ ድምፂ ኣራኽቡዎ(ኣገናኒዮዎ)

- ንድምፂ ናይ ኮምፒውተር ማይክሮፎን ወይከዓ ስፒከር ንኽትጥቀሙ ንመከር፡፡ ናይ ኮምፒውተር ድምፂን (Computer Audio) ምስ ኮምፒውተር ድምፂ ተራኽብ(Join with Computer Audio) ንዝብል ጠውቑ፡፡



- ንድምፂ ትጥቀሙዎ ዘለኹም ስልክኹም እንተኾይኑ "ብስልኪ ደውል "(Phone Call) ንዝብል ምረፁ ፤ካብኡ ቑፅሪታት ክመፅኣ እየን፡፡

1. ንምድዋል "ደውሉ" ካብ ዝብል ክፍሊ ገለ ቑፅሪ ምረፁ
2. ካብኡ ናይቲ ኣኼባ መእተዊ ቑፅሪ መለለዩ መንነት (meeting ID) ንኽተእትዩ ትሕተቱ፡፡ካብ ክፍሊ መለለዩ መንነት ኣኼባ (Meeting ID) ዘሎ ቑፅሪ ድሕሪ ምእታውኹም ንምልክት ማሳላል # ጠውቑ፡፡
3. መለለዩ መንነት ተሳተፍቲ ኣኼባ (participant ID) ንኽተእቱዉ ትሕተቱ ኢኹም፡፡ካብ ክፍሊ መለለዩ መንነት ናይ ተሳተፍቲ (participant ID)ተሰሪዑ'ዎም ንዘለው ቑፅሪታት ብምእታው ንምልክት መስላል # ጠውቑ፤ወይከዓ ንምቕፃል ን # ጠውቑ፡፡



ደረጃ 5: ንኻሜራን ንማይክሮፎንን ኽፈቱ፡፡

- መቆፃጸሪ ናይቲ ስክሪን (toolbar) ንኽረአ ኣብ ውሽጢ መስኮት ዙም ጠውቑ፡፡
- እተን ማይክሮፎንን ስፒከርን ዘይተዓፀዋ ምዃነን ኣረጋግፁ፡፡እዚ ንምግባር ኣብቲ መቖፃጸሪ ስክሪን (ቱልባር) ኬድኩም ድምፀ-ኣልቦ ኣይትግበር(Unmute) ትጥውቑ ትኽእሉ ኢኹም፡፡
- ቪዲዮኹም ዝተፈነወ ምዃኑ ኣረጋግፁ፡፡ ንቪዲዮ ጀምር (Start Video) ንዝብል ኣብቲ ቱልባር(መቖፃፀሪ ስክሪን) ትጥውቑ ትኽእሉ ኢኹም፡፡

"ድምፂ ኣጥፍእ"ን "ቪዲዮ ጀምር "ዝብላ ምልክታት ኣብቲ መቆፃፀሪ ስክሪን(ቱልባር) ይርከባ

ደረጃ 6: ቖፃራኹም(ሕክምና) ብቪዲዮ ጀምሩ

ሕጅ ቆፃራኹም ንምጅማር ተዳሊኹም ኣለኹም፡፡

ኣቕራባይ ኽንካነኹም ኣብ ምርኣይ ስእልኹም ወይከዓ ኣብ ምስማዕ ድምፅኹም ፀገም እንተሃሊይዎ መጀመሪያ ሂብኩሙዎ ብዘለኹም ቑፅሪ ኣቢሉ ክድዉለልኩም እዩ፡፡ ታብሌት እንዳተጠቐምኩም እንተኾይንኩም ብክብረትኩም ቴሌፎንኩም ኣብ ቀረባ ግበርዋ ምናልባኽ ኣድላይት እንተኾይና፡፡

ሕቶታት?

ሕቶታትኩም ንዓና ረብሓ ኣለዎም፡፡ ገለ ሕቶ ወይከዓ ሓሳብ እንተለኩም ንዶክተርኩም ወይከዓ ንኣቕራባይ ኽንካነኹም ደውሉ፡፡

- ብዛዕባ ሕክምና ብቪዲዮ(ርሕቐት) ኣብ ዩኒቨርስቲ ዋሽንግተን ንምፋላጥ ንመርበብና ኣብ ***www.uwmedicine.org/virtual-care*** ራኣዩ፡፡
- ኣብ ምድላው ዙም ሓገዝ እንተድልዩኩም ናብ ኣገልጋሎት መተኣናገዲ ጋሸታት ብ **206.520.5100** ደውሉ፡፡

UW Medicine
TELEHEALTH

Your Telemedicine Visit

What a telemedicine visit is, how it works, and how to set up your device

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During a telemedicine visit, you and your provider can see each other on your computer, tablet, or smartphone.

UW Medicine Patient Care Services
1959 N.E. Pacific St., Seattle, WA 98195

About Telemedicine Visits

A telemedicine visit is a way to get the healthcare you need when you cannot come to the clinic to see your provider. UW Medicine telemedicine visits use a video service called Zoom.

About Zoom

Zoom allows you to see and talk with someone at a distance. It works on a computer, tablet, or smartphone.

Zoom is free to use. You do not need to create an account.

Your Safety and Privacy

Your telemedicine visit will be safe, private, and secure. Your photo and voice will not be recorded or stored. All your information is protected, just as if you were meeting with your healthcare provider in the clinic. Zoom complies with the Health Insurance Portability and Accountability Act (HIPAA), which protects your health privacy.

How to Prepare for Your Telemedicine Visit

- Before your first telemedicine visit, set up Zoom on your device.
- You need to have:
  - A computer, tablet, or smartphone with a camera that faces you, so that your provider can see you
  - An internet connection
- If you want to check your internet connection, visit *zoom.us/test* to join a test meeting.

If You Have Questions

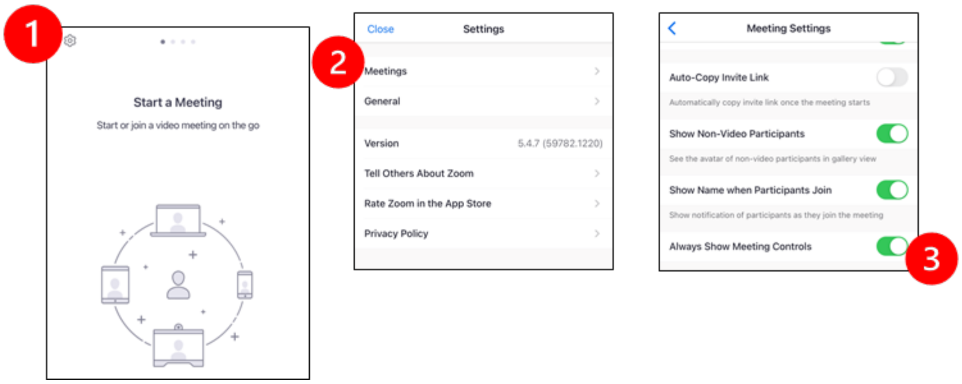
- If you need help setting up Zoom, call our service desk at **206.520.5100.**
- To learn more about Telemedicine at UW Medicine, please visit our website: ***www.uwmedicine.org/virtual-care***

Using a Smartphone or Tablet for Your Visit

Before Your First Telemedicine Visit

Step 1: Download the Zoom app.

- Download the Zoom Cloud Meeting app from the Apple App Store or on Google Play. (Upgrade if prompted.) If you use the same device for future visits, you should not have to repeat this step. If you use a different device, you will need to do the set-up again.
- If you want to see the Zoom meeting control toolbar at all times:
  1. Click on the settings icon (gear).
  2. Click on "Meetings."
  3. Turn on "Always show meeting controls."



Before Your Provider Joins the Meeting

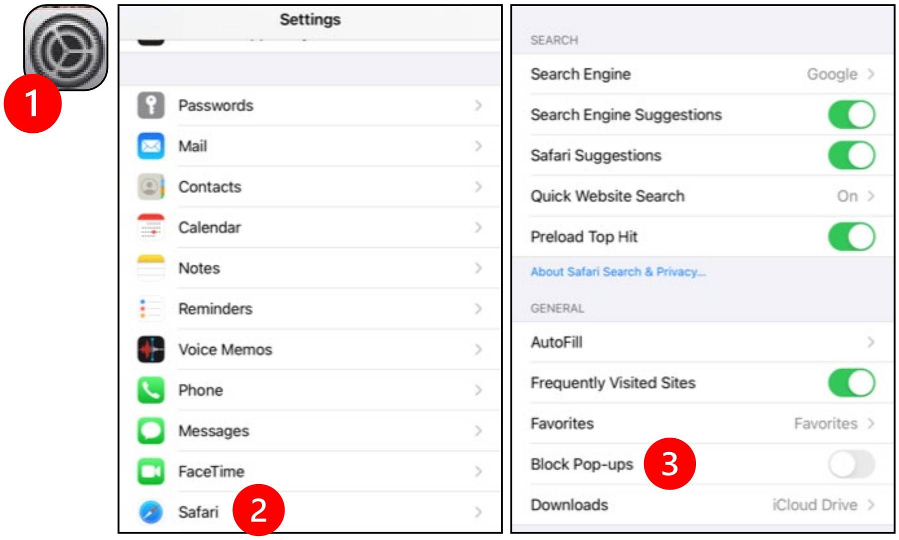
Step 2: Create a quiet space for your visit.

- Give yourself at least 15 minutes to set up and get connected.
- Make sure your device is plugged in or fully charged.
- Sit in a quiet space with good lighting.
- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.

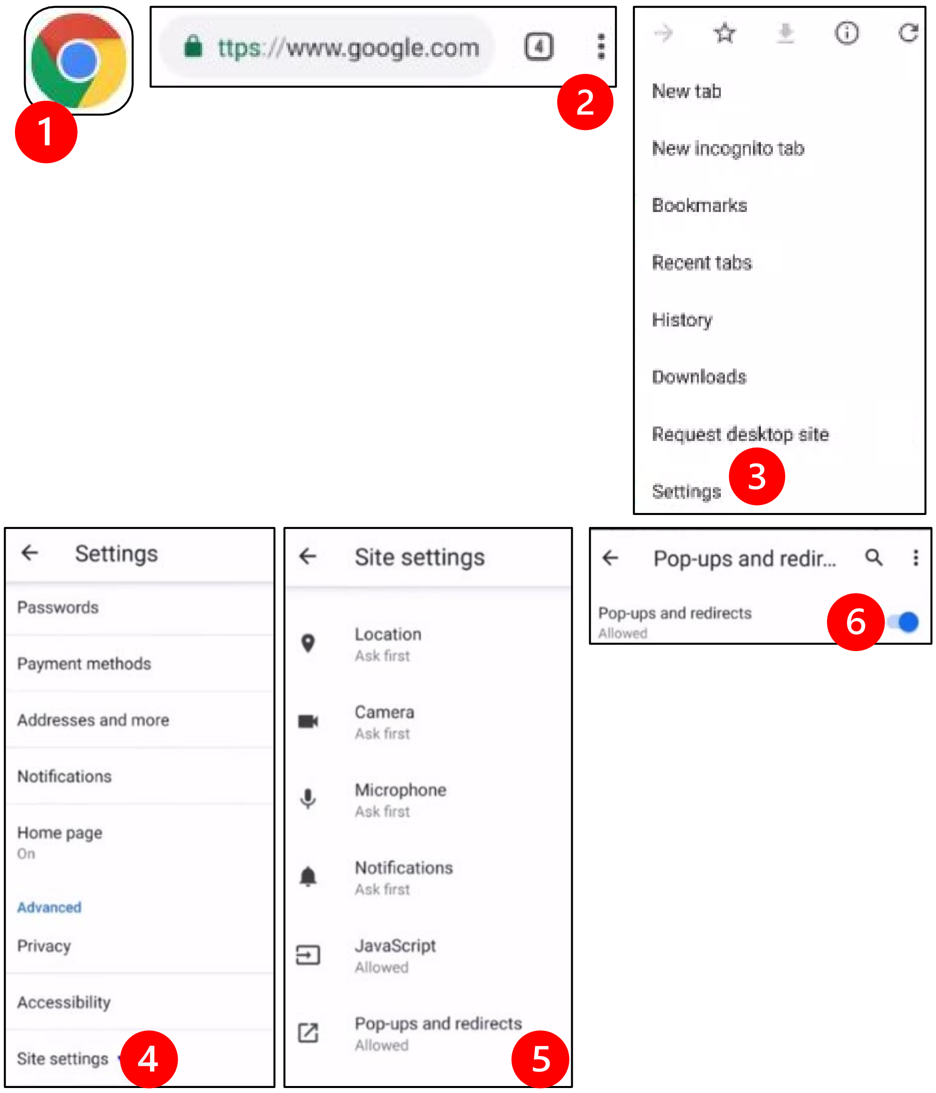
Step 3: Start Zoom.

A. If you have MyChart

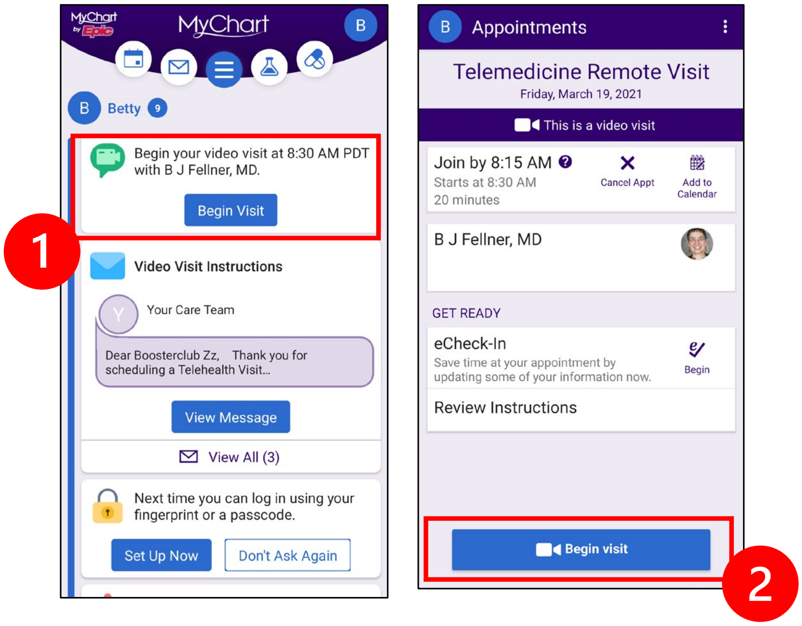
- For iPhone or iPad, disable pop-up blockers:
  1. Click on "Settings"
  2. Click on "Safari"
  3. Turn off "Block Pop-ups"



- For Android, disable pop-up blockers:
  1. Click on “Chrome”
  2. Click on the 3 vertical dots at the top right
  3. Click “Settings”
  4. Click “Site Settings”
  5. Click “Pop-ups and redirect”
  6. Turn on “Pop-ups and redirect”



- Go to the MyChart App and log in. Upgrade MyChart if prompted.
  1. Select the option to "Begin your video visit."
  2. Select "Begin Visit." This will start Zoom.



- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a "Waiting Room" while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

B. If You Do NOT Have MyChart

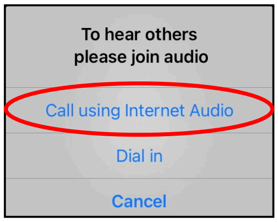
- Before your visit, we will send you a text with a link to your phone.
- Follow the link to get to the Zoom website.
- Choose to use Zoom Cloud app to open the link (if prompted).
- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a "Waiting Room" while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

When Your Provider Joins the Meeting

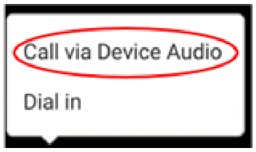
Step 4: Connect the audio.

We advise using internet or device audio:

- For iPhone, choose "Call using Internet Audio"



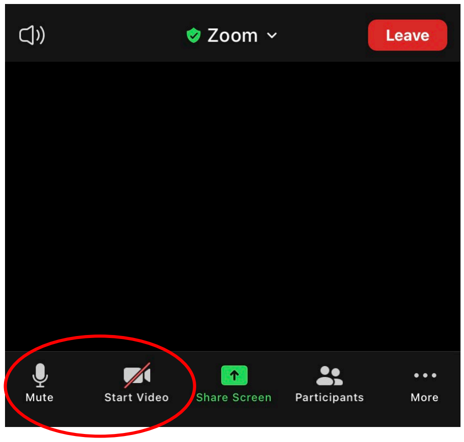
- For Android, choose "Call via Device Audio"



- If you choose "Dial in," a list of numbers will appear. Pick a number to call. (You can use any of them.) Your smartphone or tablet will enter the meeting and participant ID for you.

Step 5: Turn on the camera and microphone.

- You may need to tap your screen for the toolbar to appear.
- Make sure your microphone and speakers are NOT muted. You may need to click "Unmute" on the toolbar.
- Make sure your video is started. You may need to click "Start Video" on the toolbar.



The symbols for "Mute" and "Start Video" are on the toolbar.

Step 6: Start your telemedicine visit.

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the number that you provided at the start of your session. If you are using a tablet, please keep your phone nearby in case this is needed.

Using a Computer for Your Visit

These instructions are for patients with a MyChart account.

If you do not have a MyChart account:

- Follow the instructions on page 3 under "Using a Smartphone or Tablet for Your Visit."
- When you reach Step 3, follow instructions on page 6 under "B. If You Do NOT Have MyChart."

Before Your First Telemedicine Visit

Step 1: Download "Zoom Client for Meetings."

- Go to *zoom.us/download*. Click on the "Download" button under "Zoom Client for Meetings."
- Choose to run Zoom (if prompted).

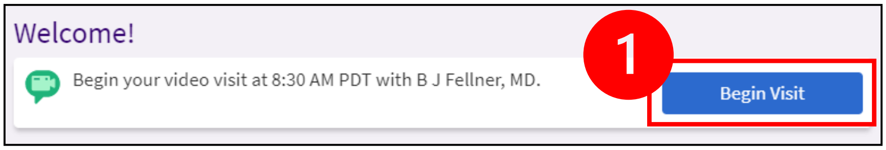
Before Your Provider Joins the Meeting

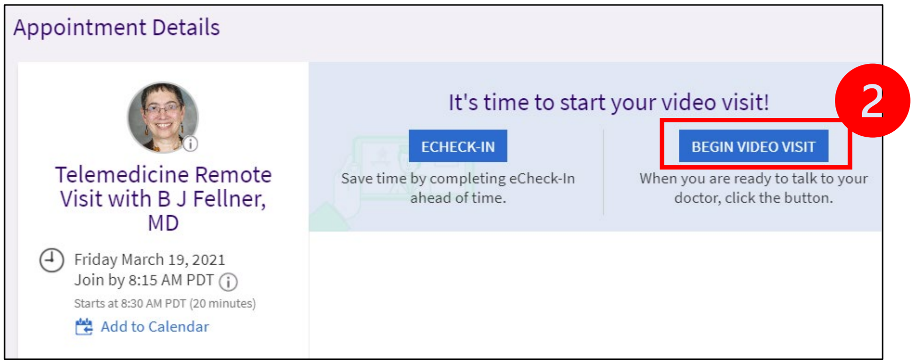
Step 2: Create a quiet space for your telemedicine visit.

- Give yourself at least 15 minutes to set up and get connected.
- Make sure your device is plugged in or fully charged.
- Sit in a quiet space with good lighting.
- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.

Step 3: Starting Zoom (with MyChart)

- Go to *mychart.uwmedicine.org*.
- Log into MyChart.
  1. Select the option to "Begin your video visit."
  2. Select "Begin Visit." This will start Zoom.



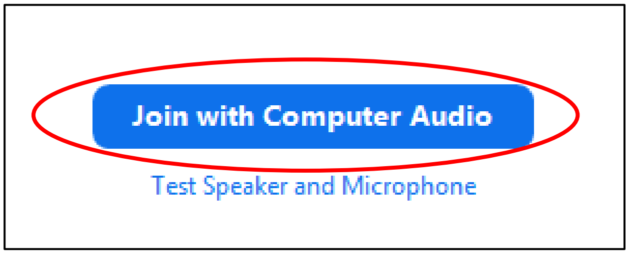


- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a "Waiting Room" while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

When Your Provider Joins the Meeting

Step 4: Connect the audio.

- We advise using your computer microphone and speaker for audio. Choose "Computer Audio" and click "Join with Computer Audio."



- If you are using your phone for audio, choose "Phone Call," and a list of numbers will appear:
  1. Pick any number from the "Dial" section to call.
  2. You will be asked to enter the meeting ID. Enter the number listed in the "Meeting ID" section, then press #.
  3. You will be asked to enter the participant ID. Enter the number listed in the "Participant ID" section, then press #. Or just press # to continue.

Step 5: Turn on the camera and microphone.

- Click inside the Zoom window for the toolbar to appear.
- Make sure your microphone and speakers are NOT muted. You may need to click "Unmute" on the toolbar.
- Make sure your video is started. You may need to click "Start Video" on the toolbar.

The symbols for "Mute and "Start Video" are on the Zoom toolbar.

Step 6: Start your telemedicine visit.

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the phone number you gave when you set up your telemedicine visit. Please keep your phone nearby in case this is needed.

Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

- To learn more about telemedicine at UW Medicine, visit our website: ***www.uwmedicine.org/virtual-care***
- If you need help setting up Zoom, call our service desk at **206.520.5100.**

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