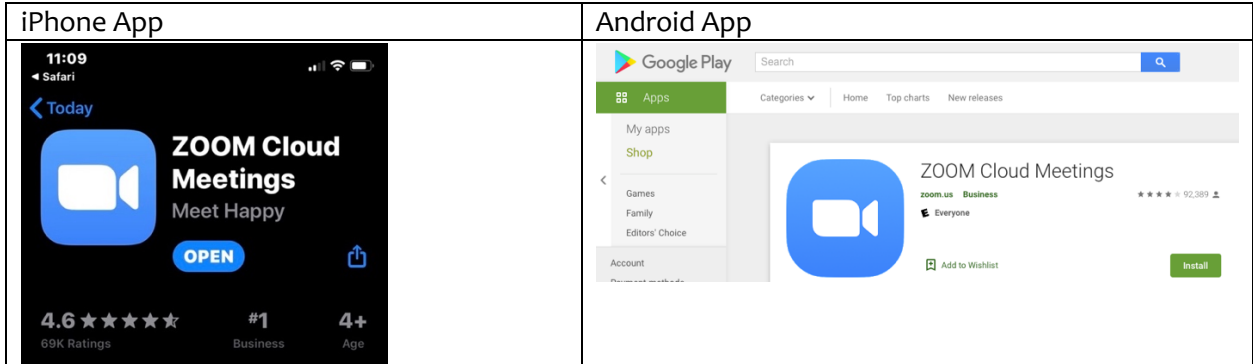
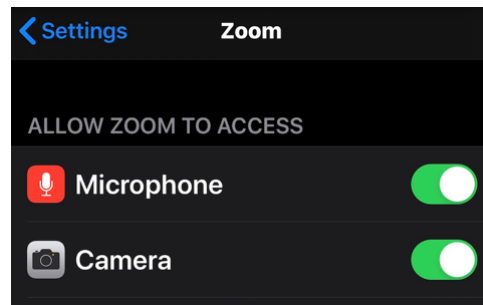
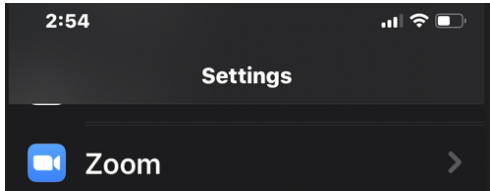


Preparing for your visit

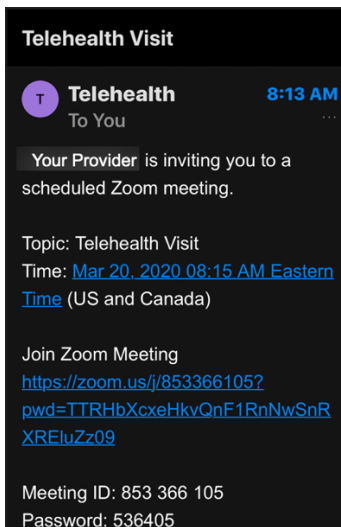
1. If you have a Smart Phone, downloading the Zoom application will make seeing your provider in a Telehealth visit easier. Locate the Application in Google Play or in the iPhone App Store.



2. After installing Zoom, you will need to **access Settings, Choose Zoom,** and Allow Zoom to **Access your Microphone and Camera.**



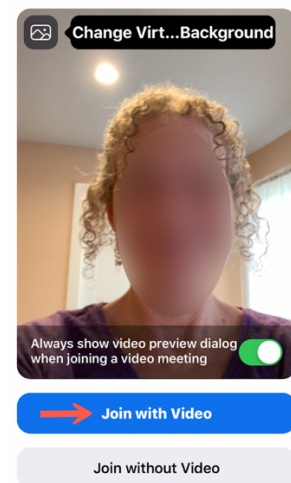
3. You will receive an email or text from your provider with the scheduled visit information.



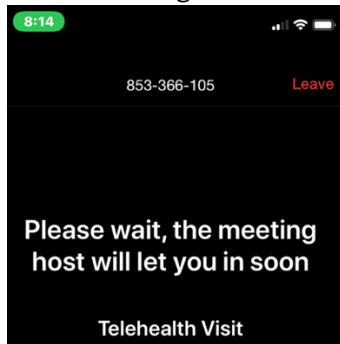
Click the blue link to start the meeting



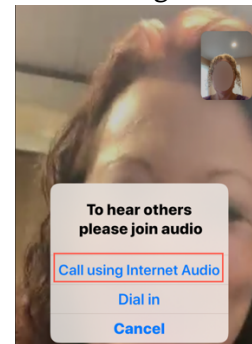
Video Preview



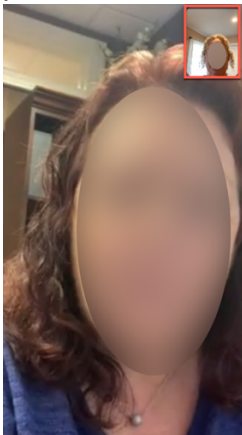
- If your provider has not joined yet, you will see the waiting screen.



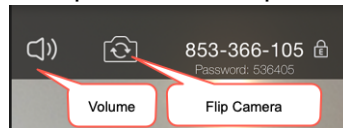
- When the provider joins, you will receive the following message.



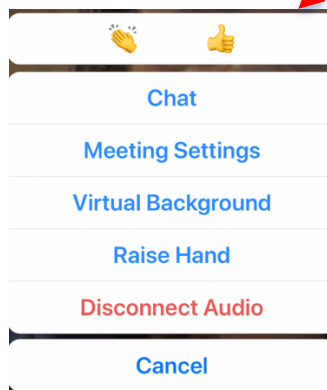
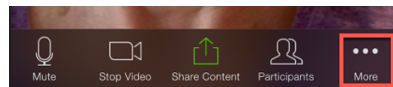
- Your picture is in the top left corner as you speak with your provider.



- If you **tap on the screen**, you see options at the top



and bottom.



- A volume icon
- Flip camera which allows you to show the provider a health concern, rash, for example
- A mute button
- An icon to stop video
- The active Share Content icon
- A Participants icon
- The ... More options icon

4. The provider is required to ask for verbal consent each time a telehealth visit is performed.
5. Currently most payers are waiving co-pays for telehealth visits due to the outbreak of the Coronavirus. The co-pay for a telehealth visit is normally the same amount you would pay for a regular office with your provider since health care services will continue to be provided.