Patient Instructions for Zoom Telehealth Appointments

There has been a recent implementation of an updated Zoom process for accessing your telehealth appointments. Within 30 minutes of your appointment start time, you can start the check-in process through your portal. The new process is quick and easy and it all takes place within your PATIENT PORTAL.

1. From your appointments page, you will see your current/upcoming appointment listed:

   ![Appointment Check In]

   You Can Receive Text Message Appointment Reminders and Other Alerts: Enable Text Messages

2. The ‘Appointment Check In’ link will not appear until 30 minutes before your appointment.

3. After clicking ‘Appointment Check In’, you will be prompted to select the state you are currently in, and then click OK.
4. You will get confirmation of your successful check in.

![Appointment: Checked In](image)

5. The clinic staff will be notified of your successful check-in.

6. When the provider has started your visit, the ‘Join Meeting’ button will appear and allow you access to wait in the provider's waiting room.

**You may need to click on Refresh if you need to update the page to see the ‘Join Meeting’ link.**

7. This will put you in the WAITING ROOM. The provider will admit you as soon as they are ready to start the appointment.
If using your mobile phone, the check in process is the same, but the screens may look slightly different.

1. Once you have DUO authenticated into the secure patient portal, you may need to toggle the menu on/off here:

   ![Patient Portal](image1)

2. From the menu, select Appointments

   ![Appointments](image2)
3. Select the ‘Appointment Check in’ button

4. Enter your PHYSICAL location by state

5. Follow the prompts to complete any compliances, consents, or surveys.
6. Your appointment will confirm your CHECKED IN status. Click on ‘Return to Appointments’.

7. The Health Center staff will immediately be notified of your check in.
8. Once the provider starts the Zoom appointment, the screen will refresh with a ‘Join Meeting’ button. **You may have to click the ‘Refresh button’ if the join meeting link is slow to load.