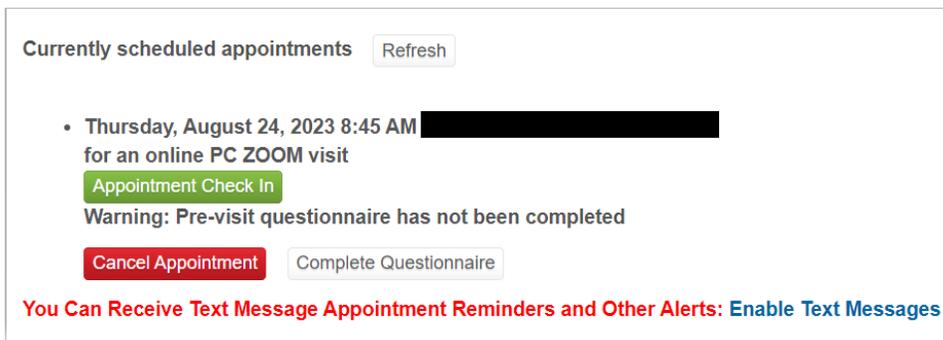


# Patient Instructions for Zoom Telehealth Appointments

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:



Currently scheduled appointments

- Thursday, August 24, 2023 8:45 AM [REDACTED]  
for an online PC ZOOM visit  
  
Warning: Pre-visit questionnaire has not been completed

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.

---

## Your Location

For a telehealth visit, your provider must know the current US state you are physically in. Please select your state below:

Your Location

4. You will get confirmation of your successful check in.

## Appointment: Checked In

You are now checked into your appointment.

The Zoom meeting is not yet available. When your provider is available, a Join Meeting link will display on the Appointments page.

Return to Appointments

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.

Currently scheduled appointments [Refresh](#)

- Thursday, August 24, 2023 8:45 AM with DE GUZMAN (IT), JULIAN  
for an online PC ZOOM visit from California  
Checked in: Thursday, August 24, 2023 8:22 AM  
Pre-visit questionnaire has been completed: Thursday, August 24, 2023 8:22 AM

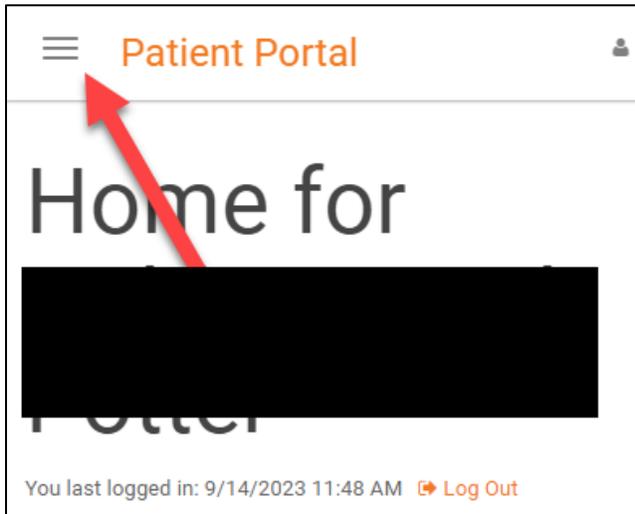
[Join Meeting](#) 

You Can Receive Text Message Appointment Reminders and Other Alerts: [Enable Text Messages](#)

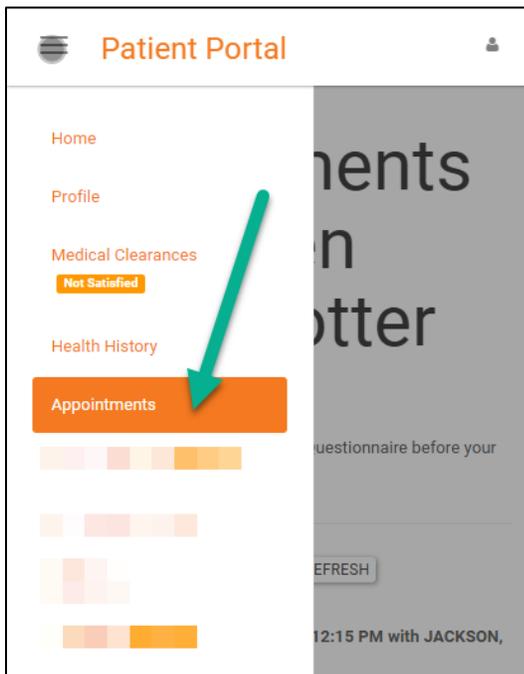
7. This will put you in the WAITING ROOM. The provider will admit you as soon as they are ready to start the appointment.

If using your mobile phone, the check in process is the same, but the screens may look slightly different.

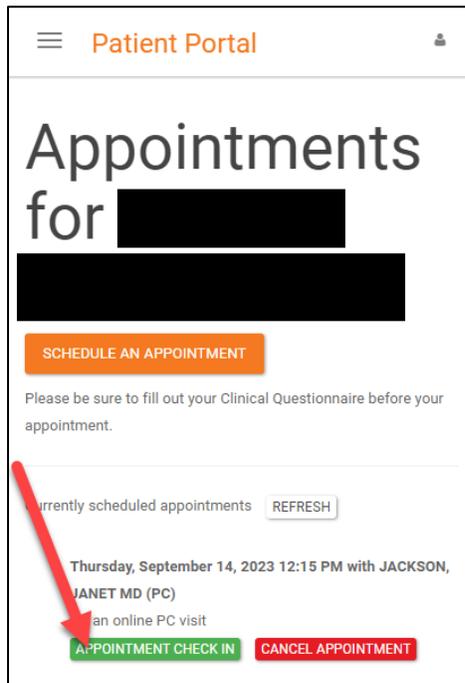
1. Once you have DUO authenticated into the secure patient portal, you may need to toggle the menu on/off here:



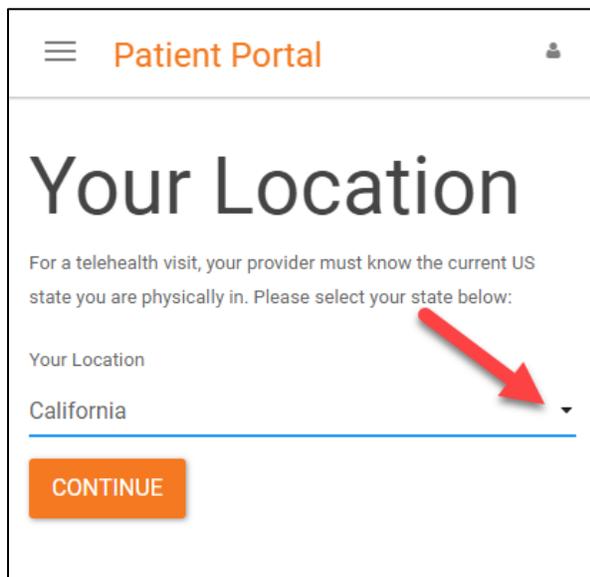
2. From the menu, select Appointments



3. Select the 'Appointment Check in' button

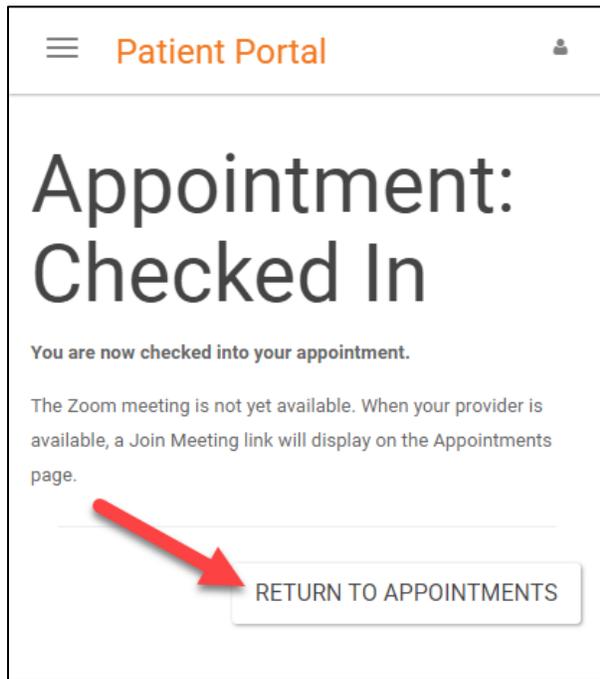


4. Enter your PHYSICAL location by state



5. Follow the prompts to complete any compliances, consents, or suveys.

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.

The screenshot shows the 'Patient Portal' interface. At the top, there is a hamburger menu icon and the text 'Patient Portal'. Below this is the title 'Appointments for Golden Snitch Potter'. An orange button labeled 'SCHEDULE AN APPOINTMENT' is visible. A note states: 'Please be sure to fill out your Clinical Questionnaire before your appointment.' Underneath, there is a section for 'Currently scheduled appointments' with a 'REFRESH' button. A red arrow points to this button. Below the refresh button, an appointment is listed: 'Thursday, September 14, 2023 12:15 PM with JACKSON, JANET MD (PC) for an online PC visit from California'. The check-in time is 'Thursday, September 14, 2023 12:05 PM'. A yellow highlighted box contains the text: 'The Zoom meeting is not yet available. When your provider is available, a Join Meeting link will display here.'

This is a close-up view of the bottom portion of the appointment card. It shows a blurred area representing the Zoom meeting link. Below the link, a green button labeled 'Join Meeting' is visible. A red arrow points to this button.