

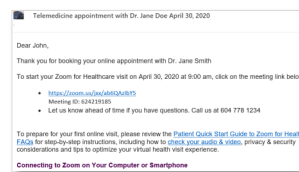
Seeing Your Doctor with ZOOM

1 Book Your Virtual Appointment



You can book your virtual appointment exactly the same way as an in-person visit. Your clinic will explain to you how virtual visits work. Ask questions to ensure you understand the process, give your consent and provide contact information to receive the instruction with next steps.

2 Receive The Invitation



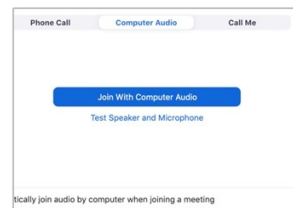
Your clinic will email you an invitation confirming the date and time of your appointment. It will contain a ZOOM meeting link and instructions on how to start your visit. Do not share this link with anyone. Check your spam/junk folder if you haven't received the email. Contact your clinic if you need help.

3 Prepare for Your Virtual Visit



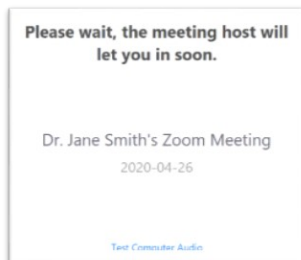
Before the first visit, select a well-lit private location with reliable internet or a wired connection. Test your video and audio (consider using headphones for sound quality & privacy). Have the clinic phone #, your ID and your pharmacy address handy. Consider having a friend, family member, or friend available to help troubleshoot or assist with self-exam.

4 Click The Link To Start



Open your invitation and click the meeting link. Enable your camera if asked. Choose to **Use Computer Audio** or **Phone Call** if audio or internet connection is poor on your computer. Consider writing down the meeting ID, phone number and password for reference if you choose to call in via phone.

5 Wait in The Waiting Room



You will be admitted into the waiting room until your doctor is ready to see you. Similar to a physical waiting room, your doctor may be delayed while seeing other patients. Please be patient and use this time to test your settings by clicking **Test Computer Audio**.

6 Start Your Visit



Your doctor will admit you to the meeting room when they are ready to start the virtual visit. Be sure to turn on your camera and unmute your microphone. Once you connect with your care provider, outline your primary health concern.

Your doctor will end the video visit when your appointment is completed

How to Access ZOOM:

Already have a ZOOM Account?

Simply click the meeting link in the invitation sent by your clinic. Ensure that the name you use for your ZOOM account is recognizable to your physician. Either change it in your ZOOM settings or inform the clinic.

No ZOOM? Download App

Install ZOOM Cloud Meetings.
On your computer, go to <https://zoom.us/support/download>.
On mobile device, go to Apple Store (Mac) or Google Play Store (Android).

No ZOOM? Run via the Internet

Copy and paste the meeting link into your web browser. Select 'Join from your browser' at the bottom of the screen and enter your name to start the virtual visit. For optimal results, use Chrome.