This document gives instructions on how to use “Zoom” to participate in telehealth visits. You may either use a computer (desktop or laptop) or a smart phone or tablet.

I. If you are using a smart phone or tablet, make sure to download the “Zoom” app first. You can do that on an iPhone by going to the app store and finding the “Zoom Cloud app” for downloading. Click on the “GET” button. When finished downloading, the “Zoom app” will appear on your device.

II. You will receive an email from me inviting you to the meeting. About 10 minutes before the meeting, please click on the highlighted link so that you can prepare for the meeting. That should start the zoom app running. Alternatively, you may start the zoom app and then enter in the meeting id to enter the meeting.
III. When the application starts, you should see your image and when I open the meeting, me as well. We should be able to hear each other.

IV. Make sure the “Mute” and “Video” icons on the lower left side of the screen do not have a red line going through them (figure 3). If they do, click on the icons to allow audio and video.

V. Interview portion of the meeting (figure 4), it is good to situate yourself 3-4 feet from the webcam so that I can see you from the waist up. That way I can observe any tremors or involuntary movements while we are talking.

VI. For the examination portion of the visit (figure 5), I will want to see you sitting in a chair from head to toe.

VII. In addition, I will want to watch you walk (figure 6). Please set up so that you can situate the camera so that I can view you walking down a hallway.

VIII. Speaker view vs Gallery view: If you look at the upper right part of the window (point your mouse there), you will then see either “Speaker View” or “Gallery View.” If you click on the icon, the view will switch back and forth between the two. If it is set as “Speaker View”, whoever is speaking will be shown in the main screen. If set at gallery view, you will see both of us (or more if it is a bigger meeting).