

Thank you for scheduling a
telehealth visit
with your provider.



BEFORE YOUR VISIT:

- Please download Zoom app on your mobile device or connect on your desktop computer or laptop (Windows or Mac).
- Check your internet connection and test your device.

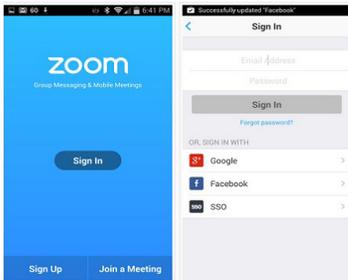
**Joining via mobile phone
or tablet:**

Note: Internet connection required to download Zoom.

1. Download the free Zoom app in App Store or Google Play.



2. Select and open the Zoom app in your mobile device.



3. A caregiver from your doctor's office will call you 15-20 mins before your appointment to provide a **Zoom meeting ID** that will be required to join the meeting.
4. Select "**Join a Meeting**", enter the unique **Zoom meeting ID** and select "Join".

**Joining via Windows PC or Mac
computer:**

Note: computer device must have a microphone, speakers and camera (webcam). Internet connection required to connect to Zoom.

1. Visit <https://psjhealth.zoom.us>.
2. Click "**Connect to Provider**".



Telehealth Consultations
- Patient Entrance -



3. A caregiver from your doctor's office will call you 15-20 mins before your appointment to provide a unique **Zoom meeting ID** that will be required to join the meeting.



Join a Meeting



Join a meeting from an H.323/SIP room system

4. Enter the unique **Zoom meeting ID** and select "Join".

Note: Standard office visit co-pay will apply. Telehealth visit does not include general adult physical appointment. You will receive a text confirmation regarding your appointment to your mobile device including instruction on how to connect to Zoom. If you do not receive any call before your appointment time, please call your doctor's office.

If you're experiencing any urgent or life threatening medical emergency, please call 911.

Telehealth Verbal Consent: With the passing of Assembly Bill 415, Telehealth Advancement Act of 2011, in January 2012, health care providers must verbally inform the patient of the use of telehealth and the potential limitations of telehealth. The verbal consent must be documented in the patient's medical record at the time of visit. St. Joseph Heritage Healthcare will document the following verbal consent: "Patient verbally consented to a telehealth encounter after patient was informed of visit limitations with the use of technology and technical failures that may interrupt or stop the video connection during the course of the encounter. Patient was informed of their right to withhold or withdraw their consent to the use of telehealth in the course of their care at any time."