

# Telehealth Appointments

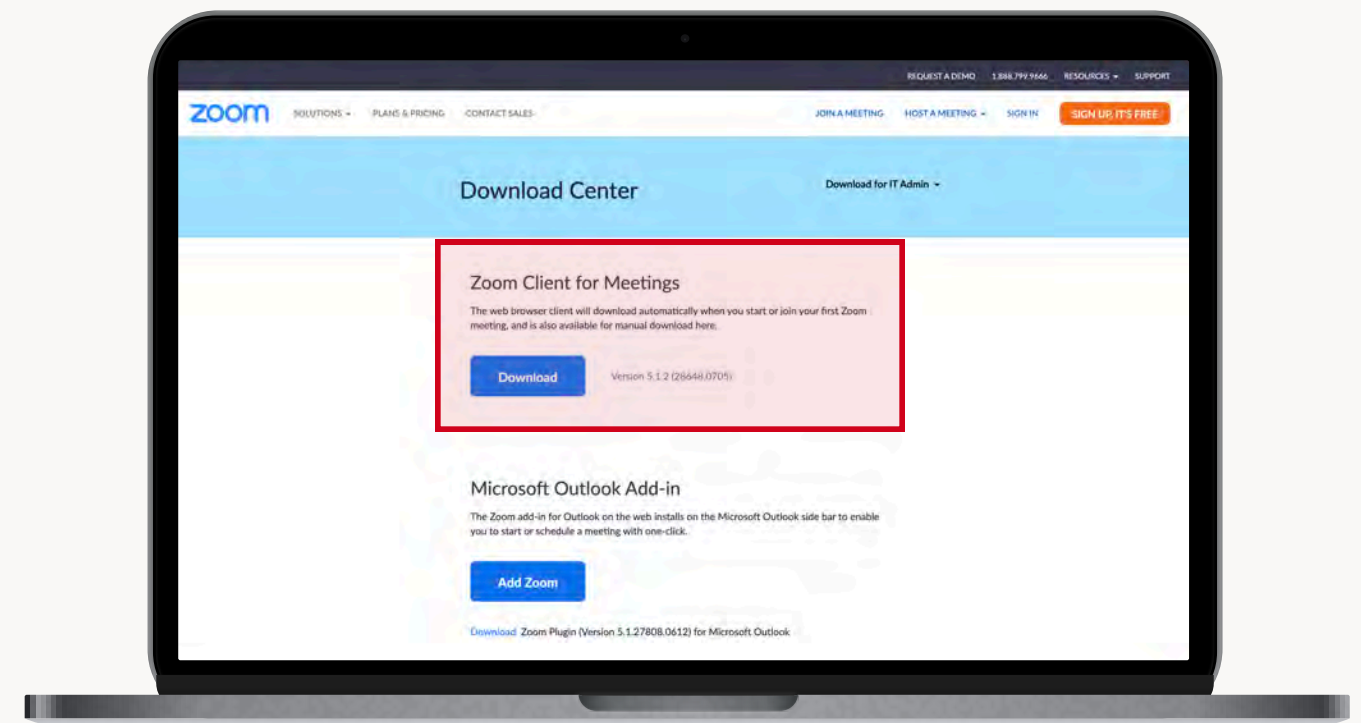
## DESKTOP AND LAPTOP INSTRUCTIONS

### Prepare for your Video Visit in MyChart

#### Step 1: Download Zoom Client for Meetings

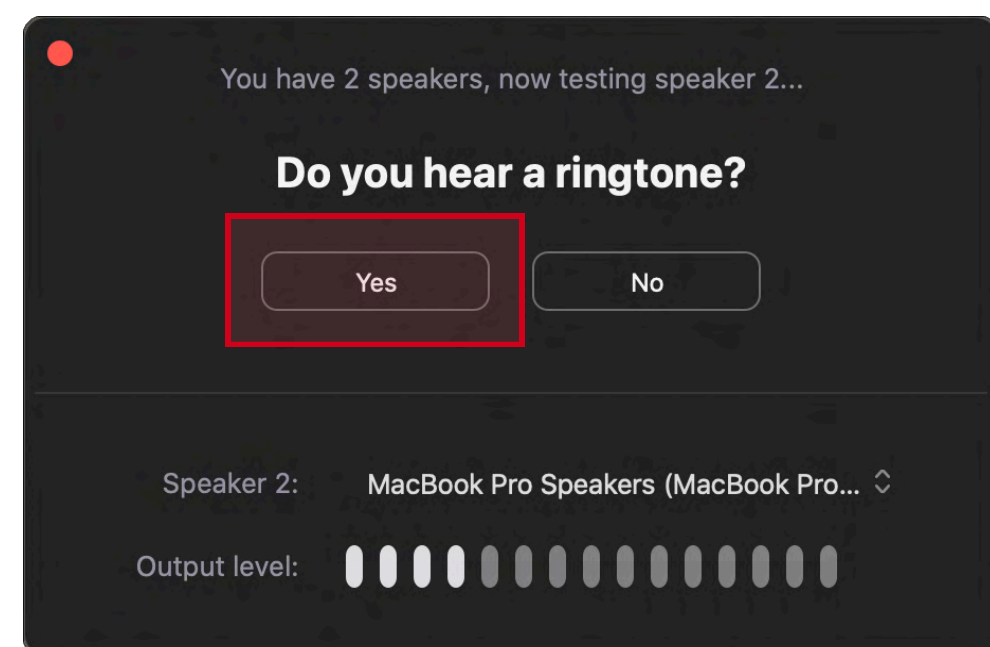
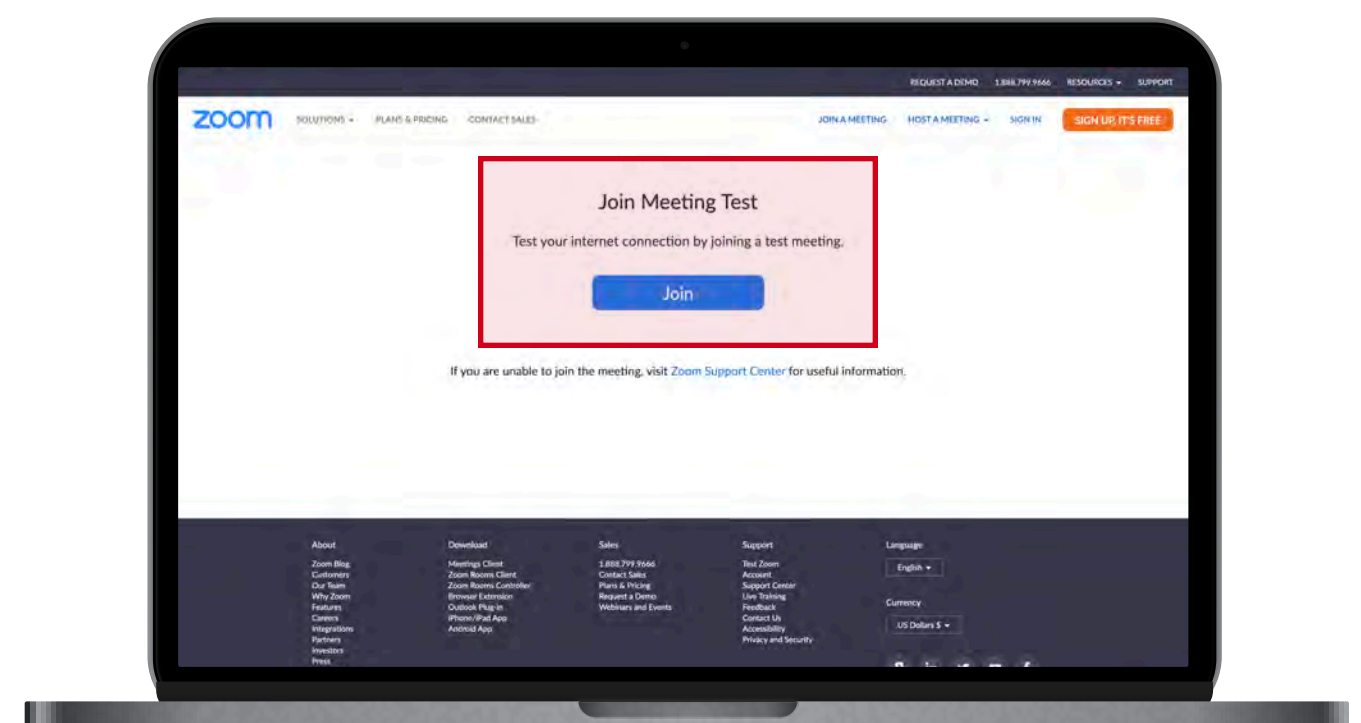
- Open a web browser and go to the [Zoom Download Center](https://Zoom.us/Download). (Zoom.us/Download)
- Click **Download** under *Zoom Client for Meetings*.
- Open the downloaded file **Zoom.pkg**.
- Follow the installation steps to install Zoom.

**Tip:** These images are of Apple devices. This process may look slightly different for Windows devices.



#### Step 2: Test your Zoom connection

- Once Zoom is installed, it's helpful to test your connection.
- Open a web browser and go to the [Zoom Test Page](https://Zoom.us/Test) (Zoom.us/Test). Click **Join**.
- A window will open. Click **Open Zoom.us**.
- The Zoom application will open. Click **Join With Video**.
- Answer the audio questions by selecting **Yes** or **No**.
- Next, click **Join With Computer Audio** to test your sound, or close the window.
- To leave the Zoom meeting, hover over your screen to bring up the Zoom controls.
- Click **Leave** in the bottom right, then **Leave Meeting**.
- You have successfully tested Zoom.



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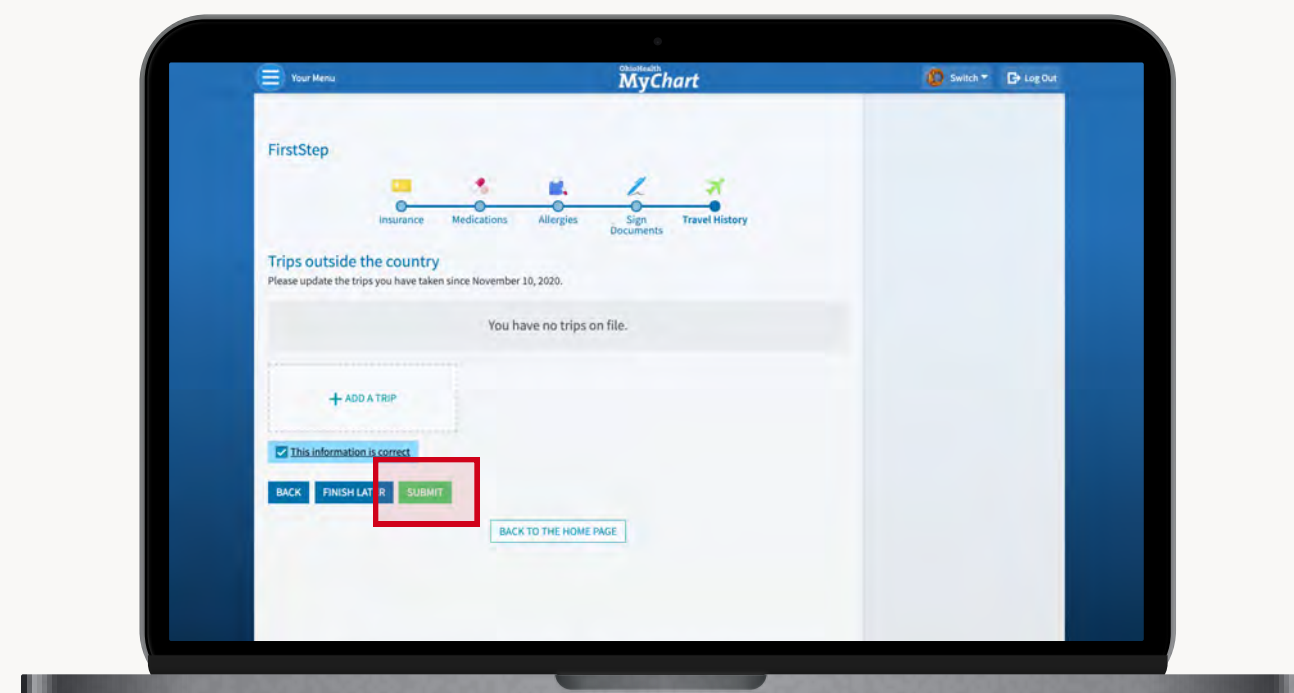
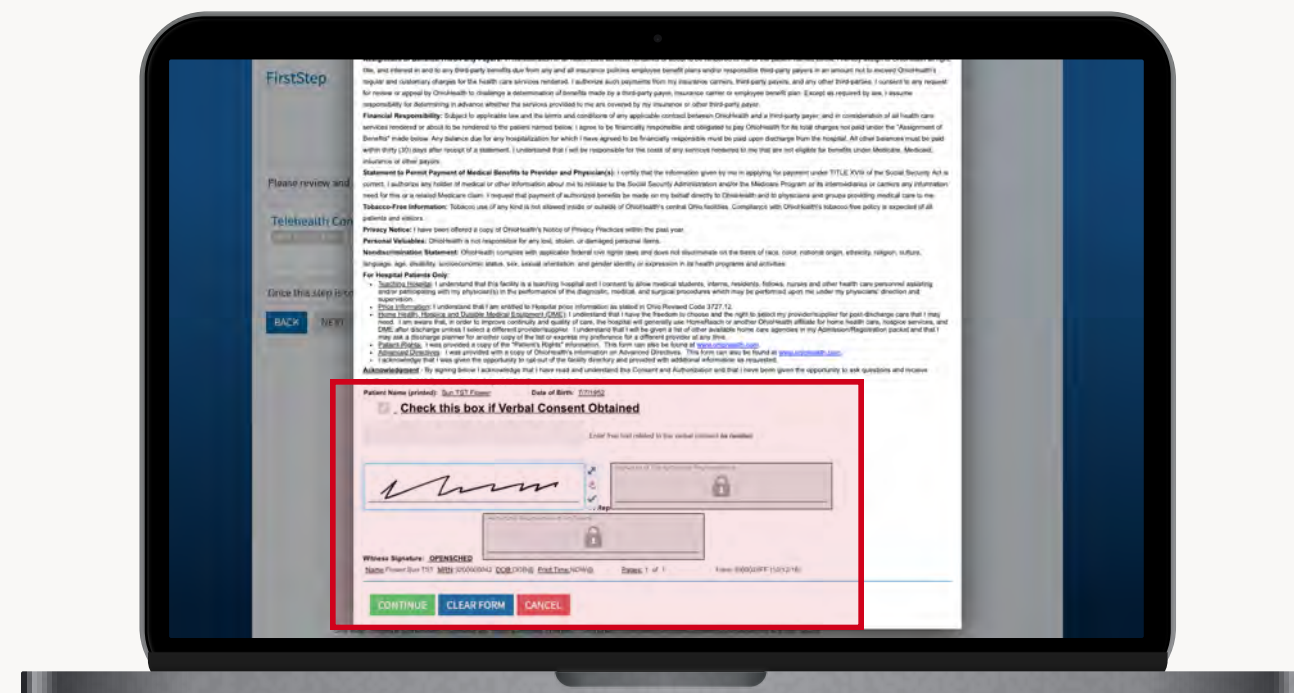
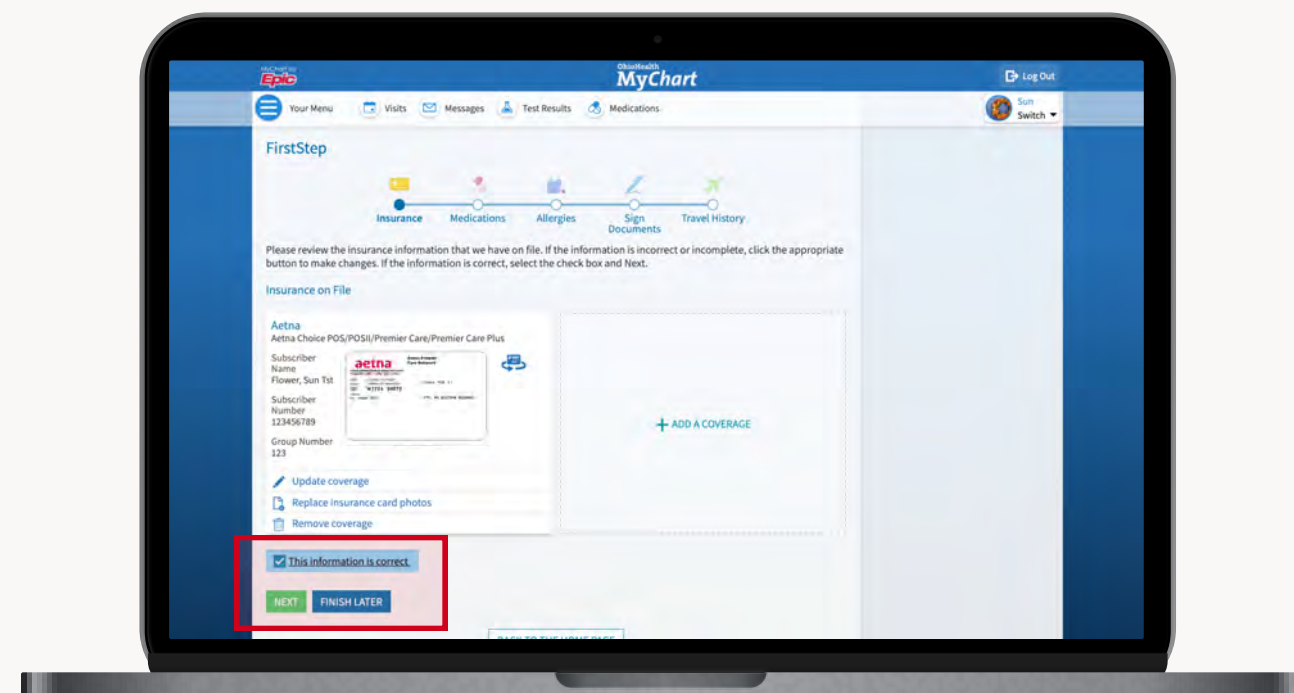
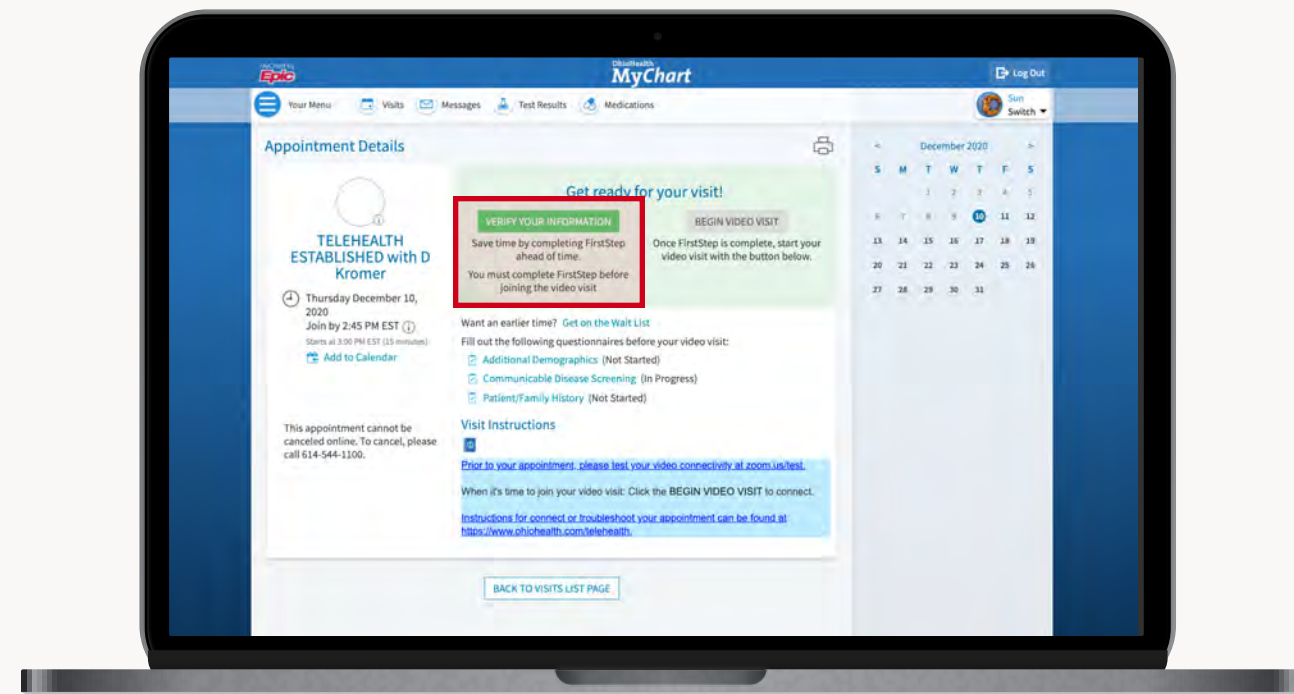
## DESKTOP AND LAPTOP INSTRUCTIONS

### Prepare for your Video Visit in MyChart

#### Step 3: Complete FirstStep in MyChart

- Sign in to **MyChart** ([MyChart.OhioHealth.com](https://mychart.ohiohealth.com)).
- Hover over **Visits** at the top of the screen and click **Appointments And Visits**.
- Find your telehealth appointment and click **Details**.
- Click **Verify Your Information** to begin FirstStep.
- Follow the prompts to verify or update personal information, insurance, medications, allergies and travel history.
- Check **This Information is Correct** at the bottom of each screen.
- Review and sign the consent for treatment and patient rights forms.
- Click **Submit** on the final screen and you will see a message that says, "Thanks for using FirstStep."
- You have completed the FirstStep process.
- Click **Close** in the upper right corner of the screen.
- Your setup is complete, you are now ready for your telehealth video appointment.

**Tip:** You will only see these forms if you have not completed them within the last year.



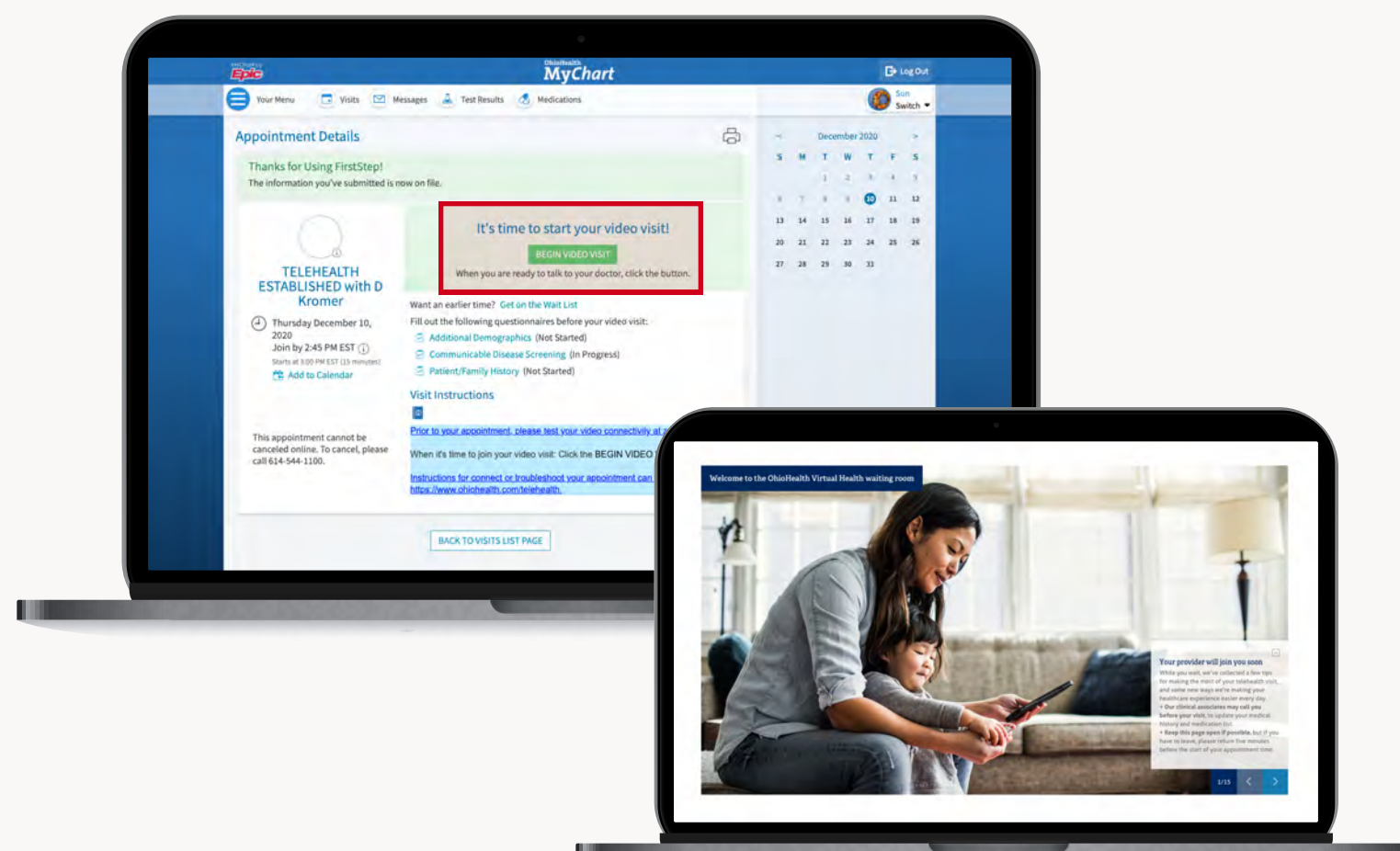
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## DESKTOP AND LAPTOP INSTRUCTIONS

### Start your Video Visit in MyChart

#### Step 1: Begin your Video Visit

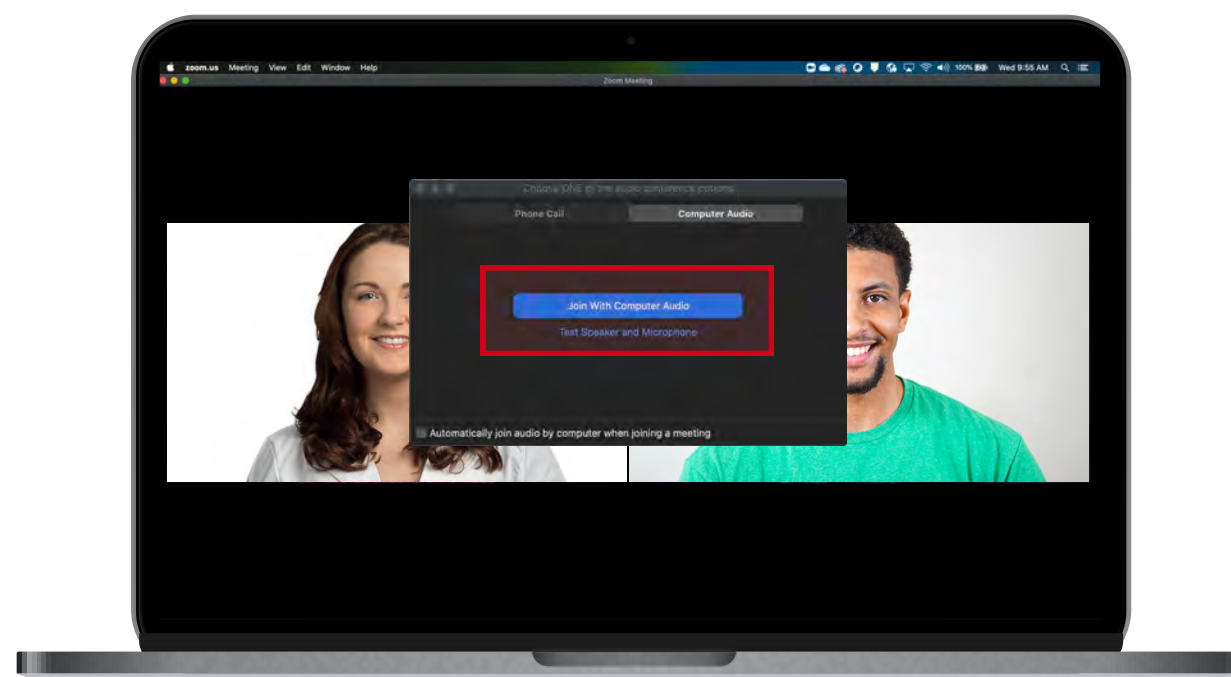
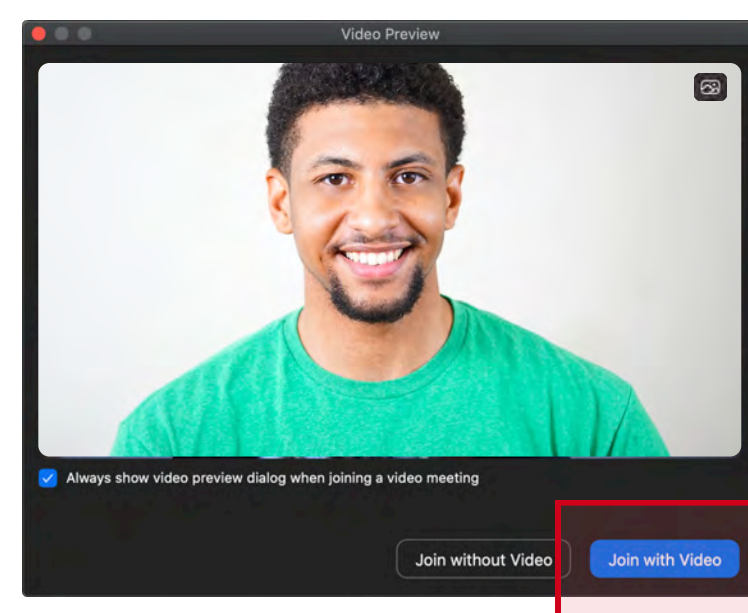
- Sign in to [MyChart](https://mychart.ohiohealth.com) ([MyChart.OhioHealth.com](https://mychart.ohiohealth.com)).
- Click **Visits** at the top of the screen. Find your telehealth appointment and click **Details**.
- Click **Begin Video Visit**.
- A web browser will open and you will be placed in the OhioHealth Virtual Health waiting room.



#### Step 2: Join your Video Visit

- Once your provider joins, click **Join With Video**.
- Connect audio by clicking **Join With Computer Audio**, or choose to use your phone for audio.
- If asked, give Zoom permission to use your camera and microphone.
- If you can't hear or see your provider, move your cursor over the video window to see a menu of options, including: Mute and Unmute, and Stop and Start Video.
- You are now connected and can speak with your provider.

**Tip:** Choose a well-lit room with a door that can close, to avoid interruptions and keep your conversation confidential.



#### Step 3: End your Video Visit

- Hover over your screen to bring up the Zoom controls.
- Click **Leave** in the bottom right, then **Leave Meeting**.

