HOW TO JOIN A ZOOM MEETING WITH YOUR PROVIDER

Virginia Mason Memorial has partnered with Zoom so you can see your provider remotely. Follow the steps below so that you and your provider can see and hear each other. If you have issues or concerns about your appointment, please call the clinic or refer to our FAQ on the back page.

Open your appointment email with appointment information. Find the attached document. It contains your appointment information, password and a link to start the meeting. You will also find phone numbers for dialing into the meeting.

Provider, Appointment Date and Time available to remind you of your appointment details.

Link to start your appointment.

We recommend that you use the microphone and speakers on your device. (Laptop, Mobile Phone, Tablet, or Computer)

If you are unable to get audio to work, Zoom provides these phone numbers so you can use your phone for audio.

Click the link to begin the appointment.

Click Run at the prompt (like the one at the bottom of this screen) if this is your first-time using Zoom. If you have already used Zoom in the past you may get a different prompt to allow it to start instead.

If you have used Zoom in the past, you might get a different popup to start the app.

Click “Run” to install and start Zoom for the first time.
Once started you will be placed in a waiting room until your provider starts the meeting. You may take this time to make sure your Audio and Video is working by clicking the “Test Computer Audio” button.

Select to test Audio and Video before your appointment starts.

Once your appointment starts, make sure you are not muted and you have activated the video. You can also use “chat” options if you need help getting your audio or video to work.

Mute/Unmute and Start/Stop video with icons.

Chat is available if you need help getting your audio or video to work.

Change microphone, speaker and camera options using the arrows next to the icons.
Phone App

Locate email with this document attached. Find and click the link to start the appointment.

Provider, Appointment Date and Time available to remind you of your appointment details.

Chris Reed is inviting you to a scheduled Zoom meeting.

Topic: My Meeting
Time: Apr 3, 2020 12:00 PM Pacific Time (US and Canada)

Join Zoom Meeting
https://us02web.zoom.us/j/171785121?pwd=RXJnU2VHVn

Meeting ID: 171 785 121
Password: 031100

Dial by your location

Clicking the link may give you a choice of apps if you already have Zoom installed.

A web browser may launch automatically and ask you to download and install Zoom.

If you do not have Zoom installed clicking "Join Meeting" will not work. Please click "Download" from your device’s app store.

Once installed go back to email and click the link again to start Zoom.
Once Zoom is started you may have to wait for your provider. You do **NOT** need to sign in or create an account.

Once your provider starts your appointment you may need to give Zoom access to your microphone and camera. Please allow these when prompted.

Once you are in the appointment, clicking on the icons will allow your audio, video and chat options.

Please note that tapping the screen will hide these options, tapping it again will bring them back.

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**FAQ**

**Will my appointment be at risk of “Zoom Bombing”**

- We are not posting our meetings online (via Facebook and Twitter) which has led to many of the issues.

- We are only using the auto-generated links (which are more secure)

- We require passwords for patients to join (enhancing security)

- Users can’t drop in automatically, we use the waiting room function and have to invite participants to join

**Is Zoom Secure?**

- Claims that Zoom does not provide encryption can be misleading. When we are communicating with patients, Zoom encryption is indeed end to end, when using their app and web interface.

**Will you be selling my data?**

- As we are not using Facebook to authenticate our accounts, this does not apply to us.

**Is it possible that emails and photos may be leaked?**

- We don’t have publicly shared domains (e-mail accounts, yvmh.org, yakimaheartcenter.com, etc.), so this would not apply for our users accounts.

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Virginia Mason Memorial