

Virtual Visits at Middlesex Health

As we work together to navigate the coronavirus emergency, Middlesex Health is offering Virtual Visits with providers.

This will allow you to have certain types of appointments from your home on Zoom, an easy-to-use video conference program that works with your mobile device, tablet or computer.

We look forward to continuing to provide the high-quality, compassionate care you need at this challenging time.

What's in this document?

1. The Basics for Virtual Visits
2. How to Prepare for Your Virtual Visit
3. Instructions to set up Zoom on your mobile device or computer

The Basics

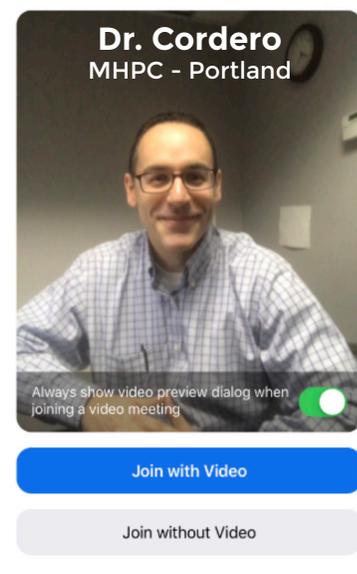
+ What is a Virtual Visit?

A Virtual Visit, also called a telehealth or telemedicine visit, is very similar to an in-person visit with your provider. The difference is that you will be videoconferencing with your provider on your laptop, tablet or smartphone.

+ How do Virtual Visits work?

Virtual Visits will have the same look and feel as an in-person visit. When you join, you will be greeted by staff and checked in by one of our Medical Assistants. You will then speak with your provider, who will be in an exam room. After you have completed your time with your clinician, our staff can schedule a follow-up visit.

Because you are not at the office, we cannot take the usual pre-appointment measurements, such as weight and blood pressure. We encourage you to check these at home and share that information during check-in, when you will also be asked for your name, date of birth, current medications, and allergies.



+ Will I still see my usual doctor, PA or APRN?

In most cases, yes! If you have scheduled an appointment in advance, you will be able to see your regular provider. If you have scheduled a sick visit or acute appointment, you may see the next available provider. This is the same process we use for in-person sick visits.

+ How do I schedule a Virtual Visit?

You can schedule a Virtual Visit just like an in-person visit. Please call your provider's office to set up an appointment.

+ Will my Virtual Visit be covered by insurance?

Due to the COVID-19 emergency, most insurance providers are covering Virtual Visits at this time. However, we encourage you to contact your insurance provider to make sure that your plan covers these appointments, which may also be called telehealth or telemedicine visits.

+ Do I need any special technology for a Virtual Visit?

You can participate in a Virtual Visit from any Internet-enabled device that has a microphone and camera. This includes desktop and laptop computers, tablets, and Android or iOS smartphones.

We are using the Zoom platform for our Virtual Visits. Please see the next two sections of this document for more information about how to set up Zoom and join your appointment.

How to Prepare for Your Virtual Visit

+ Getting Set Up

To help your appointment go as smoothly as possible, we ask that you make sure that your device is ready **BEFORE** your scheduled visit. **Getting ready will depend on the type of device you want to use:**

- **Mobile Device (iPhone, iPad, Android phone, tablet)**

Download the Zoom Cloud Meetings app and install on your device. Please see the next page for instructions.

- **Laptop or Desktop Computer**

We recommend using the Google Chrome browser, if possible. You can download Chrome for free from another web browser.

Please ensure that your computer has a working camera. This could be built in or attached.

When you join a Zoom meeting on your computer, you can use your computer's speakers or dial in on a telephone for audio. Please consider which audio you will use. Instructions for both are included in the [Instructions for Zoom](#) section.

+ Joining Your Virtual Visit

After you schedule a Virtual Visit, you will receive an email from your provider's office. This email will contain a calendar invitation that includes appointment details.

To join, simply click the **"Join Zoom Meeting" link**. It's that easy!

The screenshot shows an email invitation for a Zoom meeting. The header says "You have been invited to the following event." The event title is "Virtual Visit with Dr. Cordero". The "When" field shows "Tue Mar 31, 2020 9:30am - 10am Eastern Time - New York". The "Where" field shows a Zoom meeting link: "https://middlesexhospital.zoom.us/j/477522487". The "Calendar" field shows "ray.bouffard@midhosp.org". The "Who" field lists "jeannine.kremzar@midhosp.org - creator" and "ray.bouffard@midhosp.org". Below this, it says "Jeannine Kremzar is inviting you to a scheduled Zoom meeting." The "Join Zoom Meeting" section contains the same Zoom link: "https://middlesexhospital.zoom.us/j/477522487". The "Meeting ID" is "477 522 487". The "One tap mobile" section lists phone numbers for New York, Chicago, Houston, San Jose, and a general number. The "Dial by your location" section lists phone numbers for New York, Chicago, Houston, San Jose, and a general number. The "Meeting ID" is "477 522 487". The "Find your local number" section shows a link: "https://middlesexhospital.zoom.us/jamTKEcYh".

← Date & time of your visit

← "Join Zoom Meeting" link (just click!) & Meeting ID

← You will only need a phone number if you choose to dial in instead of using the audio on your device.

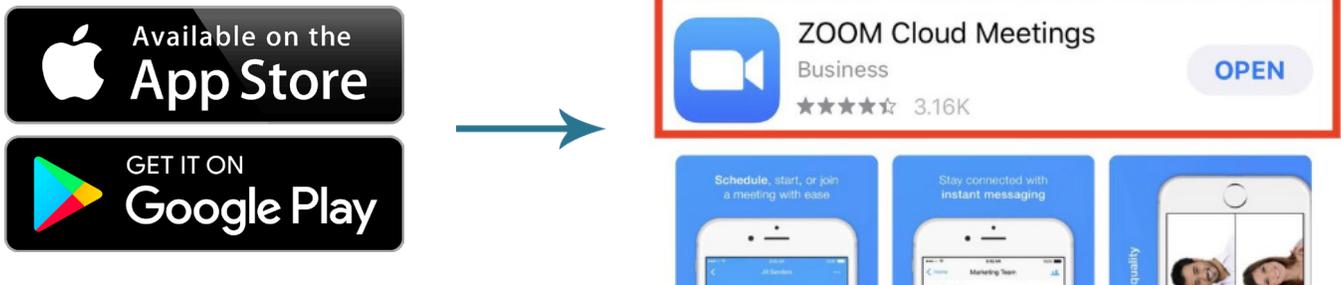
Tip: When this appointment email comes, add the appointment to your personal calendar for convenience. This will make the link easy to find when it's time for your visit!

Instructions for Zoom

Mobile Device Instructions

+ BEFORE YOUR VIRTUAL VISIT

Download and install “Zoom Cloud Meetings” app from the App Store or Google Play. To do this, open the “store” on your device and search “Zoom.” Tap the Open/Get/Download button to download and install. Now you’re ready!

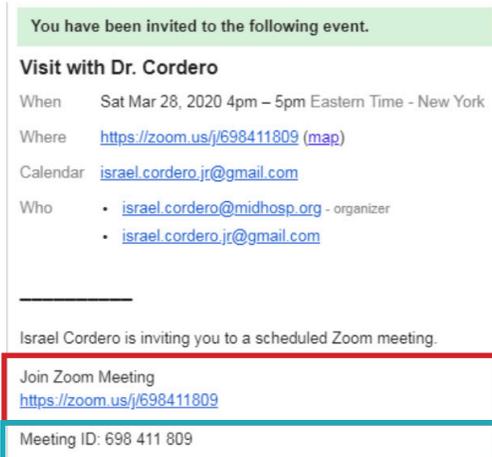


+ AT THE TIME OF YOUR VISIT

There are two ways to start your Virtual Visit on Zoom. You can use either option.

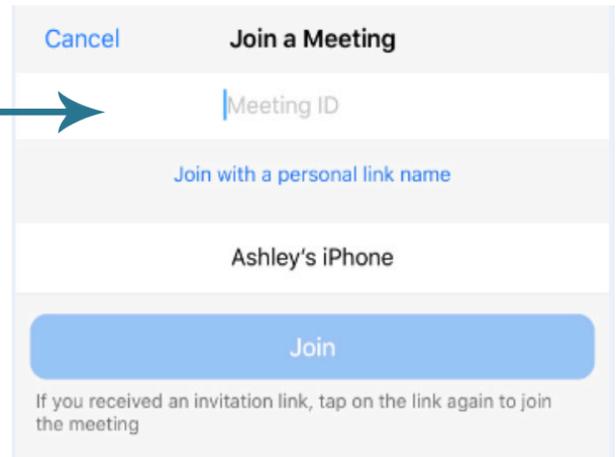
Option 1

When the time comes for your visit, simply click the link below “Join Zoom Meeting” in your calendar invitation email.



Option 2

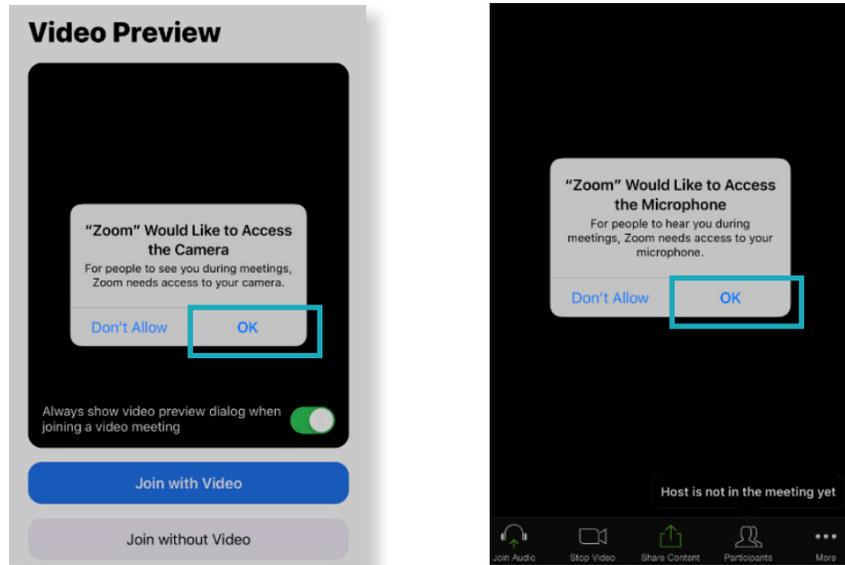
You can also start your visit by opening the Zoom app and entering the “Meeting ID” found in your calendar invitation email.



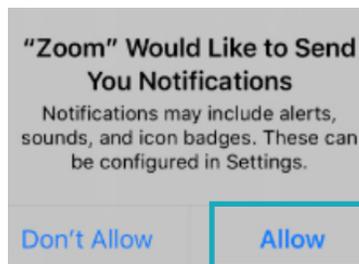
Option 2

Instructions for Zoom

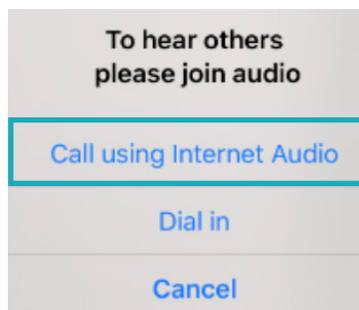
NOTE: At the time of your FIRST Virtual Visit, you will have to click “OK” to allow for BOTH the camera and the microphone on your device to connect with Zoom.



NOTE: At the time of your FIRST Virtual Visit, you can click “Allow” if you would like Zoom to send you appointment reminders.



NOTE: Some mobile devices will ask you to verify your audio preference. Always select “Call Using Internet Audio” unless you plan to use a landline for audio during your Virtual Visit.



You should now be connected to your Virtual Visit on Zoom!
After completing these steps, a clinical staff member will greet you shortly.

Instructions for Zoom

Laptop or Desktop Computer Instructions

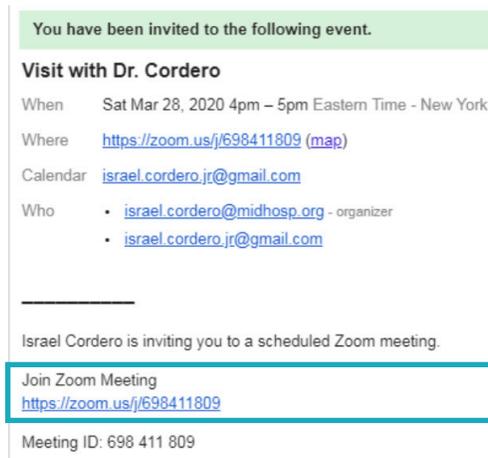
+ BEFORE YOUR VIRTUAL VISIT

1. Please ensure you have a **working web camera** on your laptop or desktop. Some computers come with a camera already installed, or you may have added a camera to your device.
2. Please ensure you have **working speakers** on your laptop or desktop. **Or, instead of using your computer audio**, you can dial in to the meeting using a landline or mobile phone.

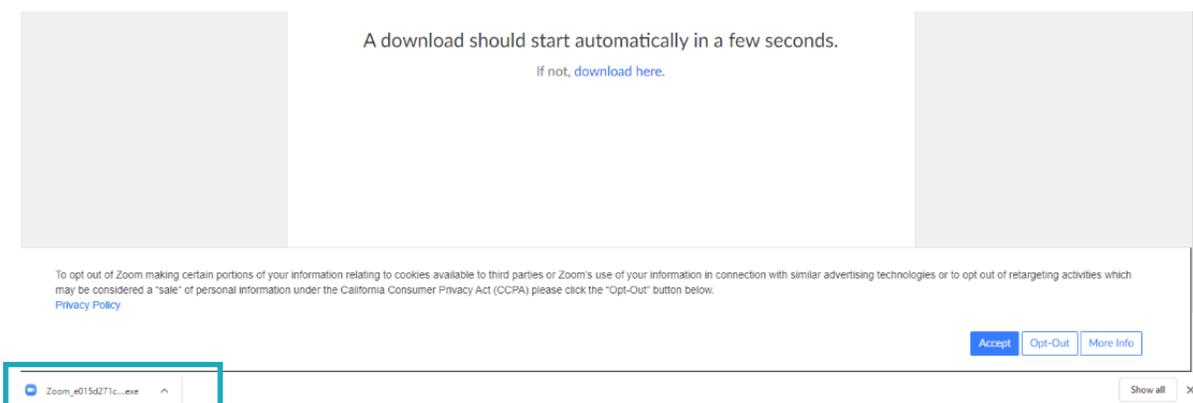
If you plan to dial in, please see Step 5 in the list below. After clicking to join your visit, you will have to click “Phone Call.” At this time, you will be given a dial-in number. This number can also be found in your calendar invitation.

+ AT THE TIME OF YOUR VISIT

1. When the time comes for your visit, **click the link just below “Join Zoom Meeting” in the calendar invitation you received by email.** Remember, Zoom works best in the Google Chrome browser.

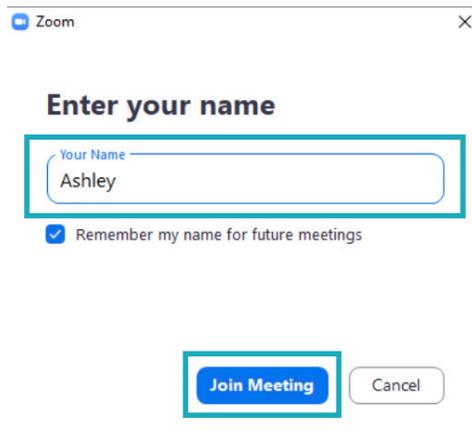


2. **Download and install** the Zoom exe file by clicking the file in the bottom left corner of your screen.

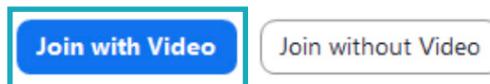


Instructions for Zoom

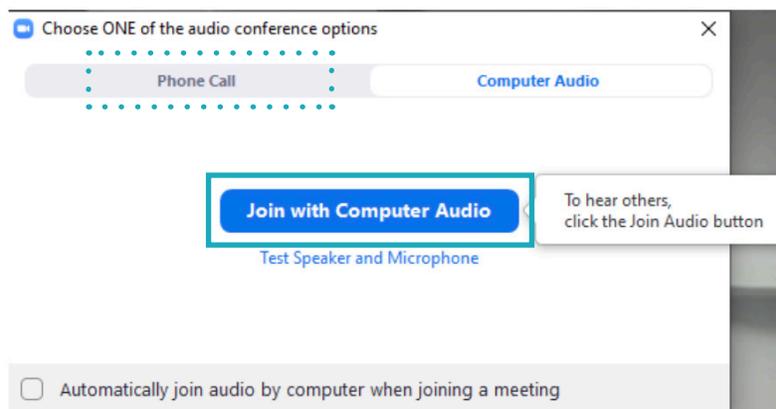
- Next, you should be prompted to enter your name and then click **“Join Meeting.”**



- On the next preview screen, click **“Join with Video.”**



- Then select **“Join with Computer Audio.”** If you prefer to use your landline or mobile phone to dial in, select “Phone Call.” You will be given a number, or you can use the number in your calendar invitation email.



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After completing these steps, a clinical staff member will greet you shortly.