

## START

Now that you have read the [notification form](#) outlining the potential risks of using digital communication and you have given your consent to use Zoom...



### Receive the invitation via email

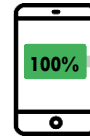
Your health care team will send you an email containing:

- Link to join the Zoom appointment
- Link to instructions on how to get started
- Help desk phone number

No email? Check your spam/junk folder. Contact your health care team if needed.



### Prepare for your Zoom appointment



OR



Use Google Chrome to join if you cannot download Zoom.

[Download Zoom](#)

Join a [test meeting](#) to test your audio and video.

- Use headphones for better sound quality and more privacy



### Join your Zoom appointment

Open your email invitation and click/tap the Zoom appointment.

Allow access to your camera and microphone if asked.

On computers, choose [Use Computer Audio](#).

Choose [Phone Call](#) if audio/internet connection is poor.

On smartphones and tablets, choose [Call Using Internet Audio](#).



### Start your Zoom appointment

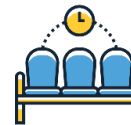
Make sure your camera is on and unmute your microphone.

Your health care provider will confirm your identity.

Introduce your friend, or family member if they are off-camera.

Ask clarifying questions and talk about your needs, just like an in-person visit.

Confirm your care plan or next steps before ending the Zoom appointment.



### Wait in the virtual waiting room

Your health care provider may be delayed while seeing other patients. Please wait.

You will be admitted into your Zoom appointment when they are ready.



### Helpful tips

Find a well-lit private space with reliable internet or a wired connection to avoid data charges.

Consider having a friend or family member for support and to help troubleshoot.

Have your health care team's phone number handy

Have pen and paper to write down notes or questions.



### Need technical support?

Contact the patient help desk:  
**1-844-442-4433 (Toll-free)**

You can also visit the [Zoom Patient Resources](#) page.

If you have any feedback or concerns about the use of Zoom for your appointment, please email:  
[officeofvirtualhealth@phsa.ca](mailto:officeofvirtualhealth@phsa.ca)