

# Client Guide for Receiving Telemedicine Services



## Initial Steps

You will be contacted prior to your appointment and asked a series of questions to determine:

- If your regularly scheduled face to face appointment will be kept
- If temporary telemedicine or telephonic services are an option for continuity of care
- If your appointment needs to be rescheduled to a later date

### 1. Complete Consent for the Use of Electronic Communication

- In person
- [Website](#)
- Verbal Consent

### 2. Complete Telemedicine Consent and Technology Assessment

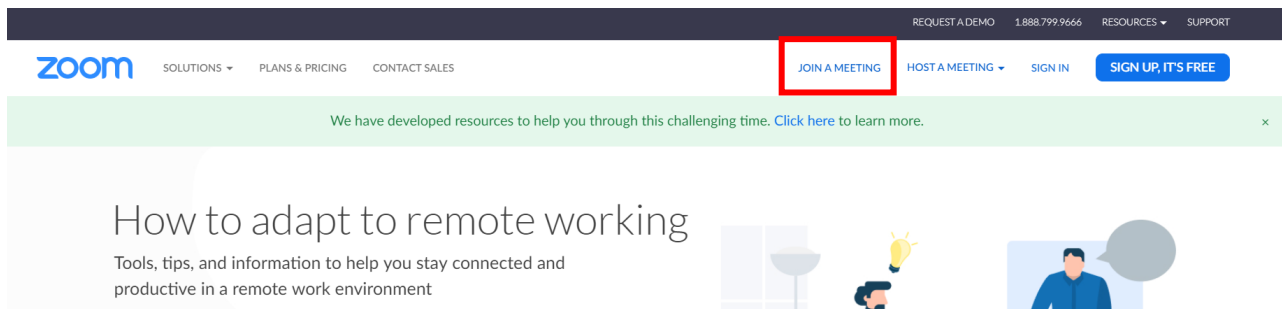
- In person
- [Website](#)
- Verbal Consent

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## Zoom Setup

### Desktop or laptop computer

1. Go to [zoom.us](https://zoom.us) and click **Join a Meeting**



2. Enter the meeting ID for the provider you wish to see and click **Join**.

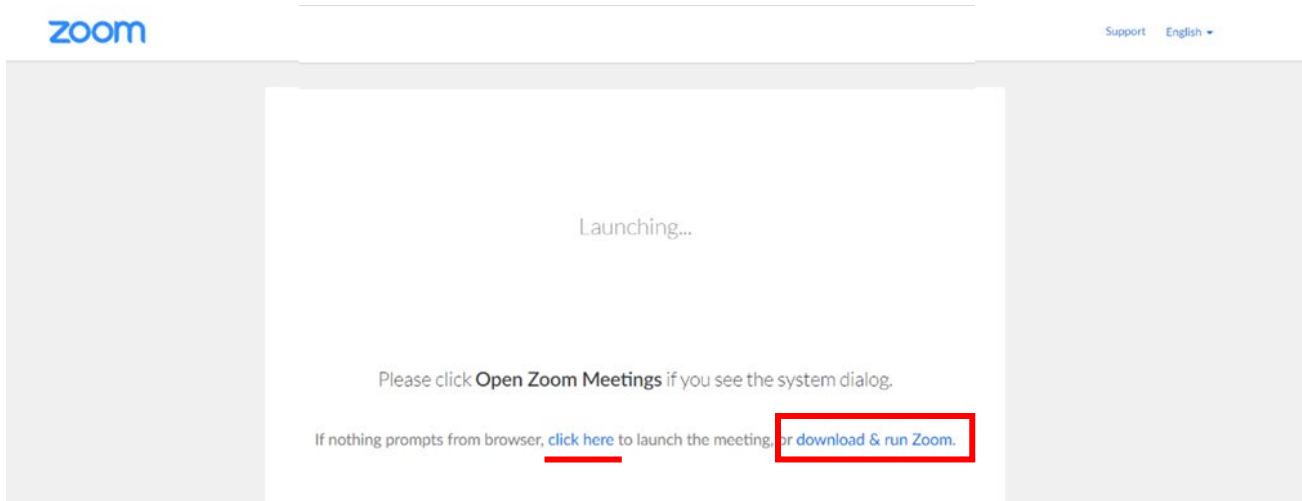


### Join a Meeting

Meeting ID or Personal Link Name

Join

3. Click **Download and Run Zoom** and follow instructions. If you have problems with the download, you can also join from your browser (underlined below).



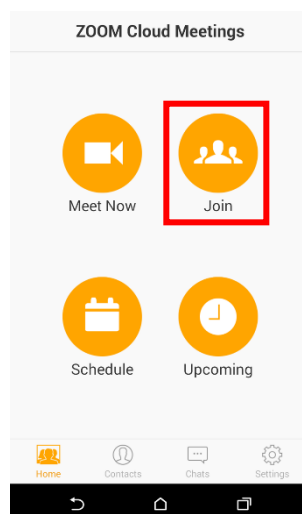
## To call in for audio

If you are not able to join by Zoom or your audio isn't working on your computer:

1. Call the following number: (646) 876-9923
2. Enter the provider's meeting ID, followed by #
3. When they ask for a participant ID, press #

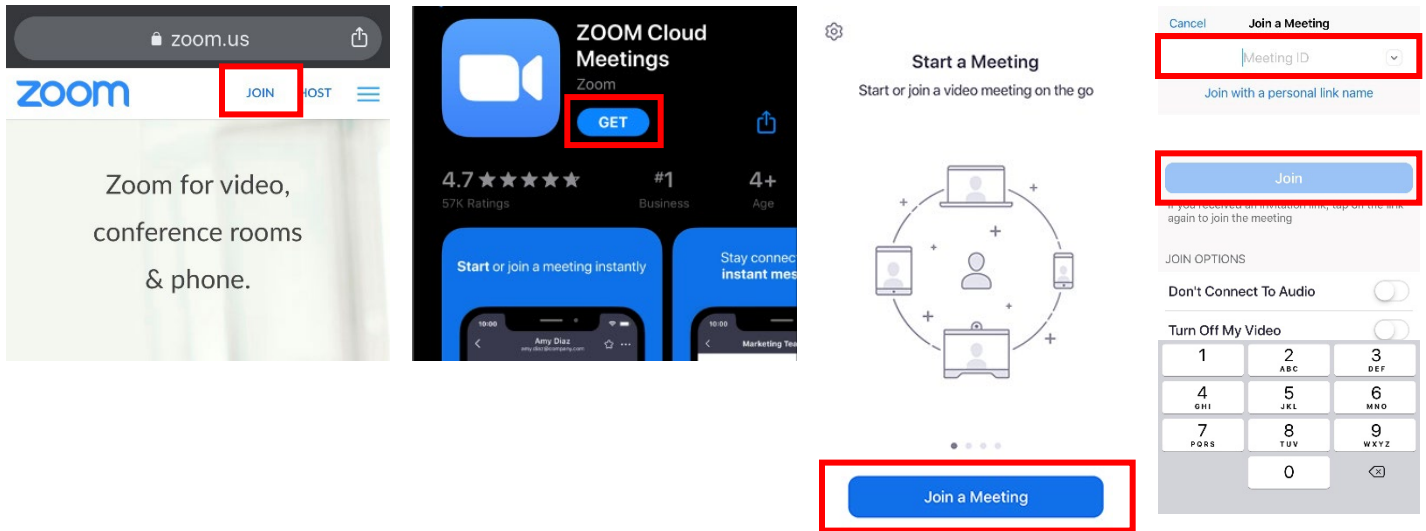
## Android devices

1. Go to the Google Play Store. Search for **ZOOM Cloud Meetings**.
2. Locate and tap the entry by zoom.us. Tap to install.
3. Read permissions listing. If the permissions listing is acceptable, tap Accept.
4. Once installation is complete, you will find the launcher on either the home screen or app drawer.
5. Click the **Join** icon.
6. Enter the ID number for your provider.
7. Select if you would like to connect via audio or video and click **Join**.



## iPhone or iPad

1. Open a web browser such as Safari or Chrome.
2. Go to [zoom.us](https://zoom.us) in the search bar.
3. Click **Join**.
4. Zoom should redirect you to the AppStore. Otherwise you can click on **Download from AppStore**.
5. Download and open the Zoom app.
6. Click **Join A Meeting**.
7. Enter the 10-digit ID number you received from your provider.
8. Click **Join**.



## First Appointment

1. Obtain and enter provider's personal meeting ID to join the Zoom meeting
  - Provider will contact you with their personal meeting ID
  - If you will be seeing the same provider in the future, make sure to write down and save the id provided to you as you will use that id to join future appointments.
2. Verify your location when asked by clinician
  - Know that your appointment will be ended, if you are not in the state of Minnesota
3. Complete Safety plan with your provider
  - You will receive a copy of your completed safety plan
4. Appointment
  - If disconnected:
    - Provider to re-start the meeting
    - Client attempts to rejoin the meeting
  - If disconnected for a second time:
    - Provider to call client and finish the appointment, via telephone

# Ongoing Protocols

## Web Browser

- Go to [zoom.us](https://zoom.us) in a web browser
- Click on **Join a Meeting**.
- Enter the 10-digit ID number you received from your provider.

## iPhone and Android

- Click and open Zoom app
- Click on **Join**.
- Enter the 10-digit ID number you received from your provider.

1. For safety purposes, the clinician will ask you to verify your location.

## 2. Appointment

- If disconnected:
  - Clinician to re-start the meeting
  - Client attempts to rejoin the meeting
- If disconnected for a second time:
  - Clinician to call client and finish the appointment via telephone