

Telemedicine (Video-Based) Appointments at Neighborhood Healthsource (NHS)

You must have a computer, tablet or smartphone with a front facing camera to participate in the video-based visit. There are a few steps you must take to help you prepare for your initial appointment. At NHS we are using Zoom, a video conferencing app for you to meet with your provider. Note that your provider has a specific link for you to join their “meeting” and that will be sent to you by email.

Connecting to Zoom on your phone or tablet:

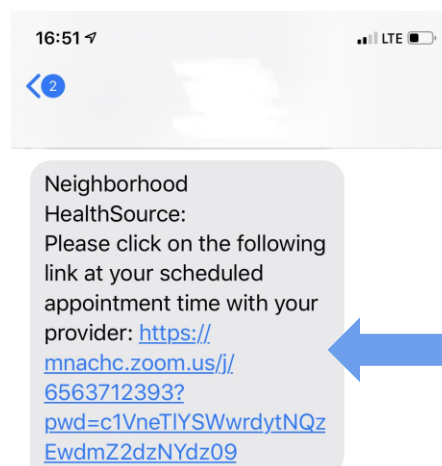
Step 1: GET THE APP

Download the **ZOOM** app for your iPhone, iPad, Android, or other smart device using the Apple or Google Play stores.



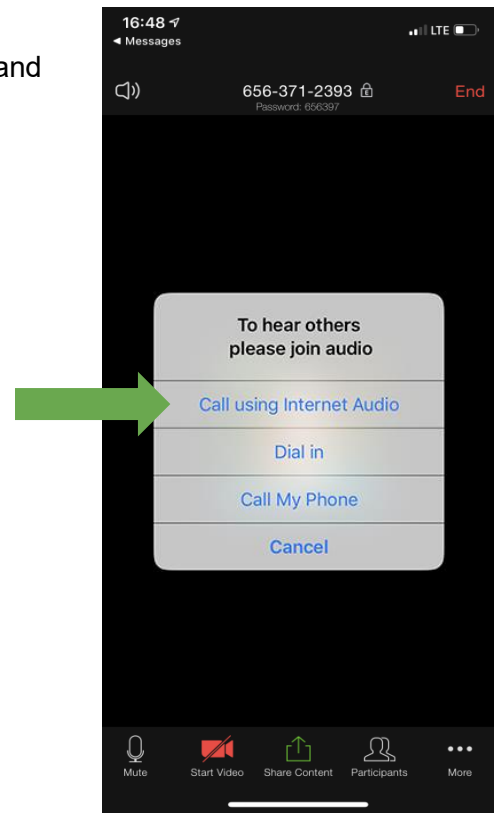
Step 2: JOIN THE MEETING

Before your appointment you should have received a text with the following message below. Click on the link in the message to start your virtual appointment.



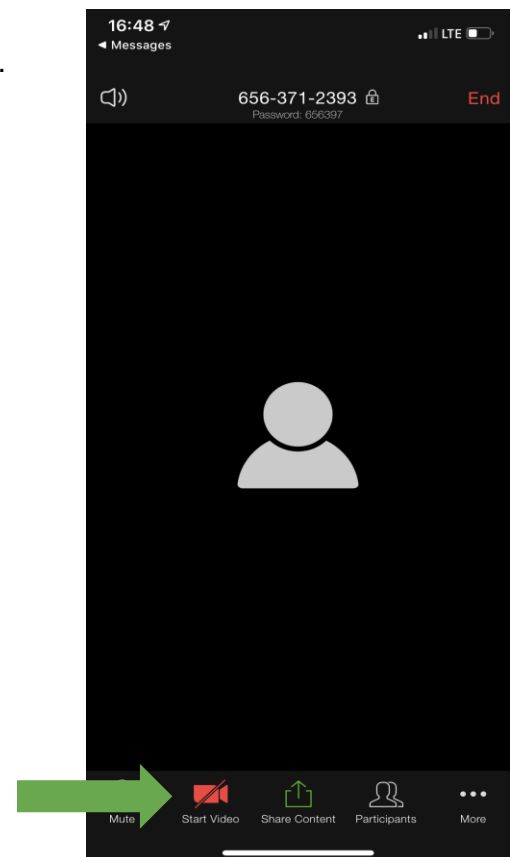
Step 3: TOUCH “Call using internet audio”

Please touch “Call using Internet Audio”. You will then be able to speak and hear through your phone’s microphone.



Step four: ENABLE VIDEO

Enable Video by touching the **RED** “Start Video” icon at the bottom.



Connecting to Zoom on your computer:

Step 1: Click the link in the email to connect to Zoom

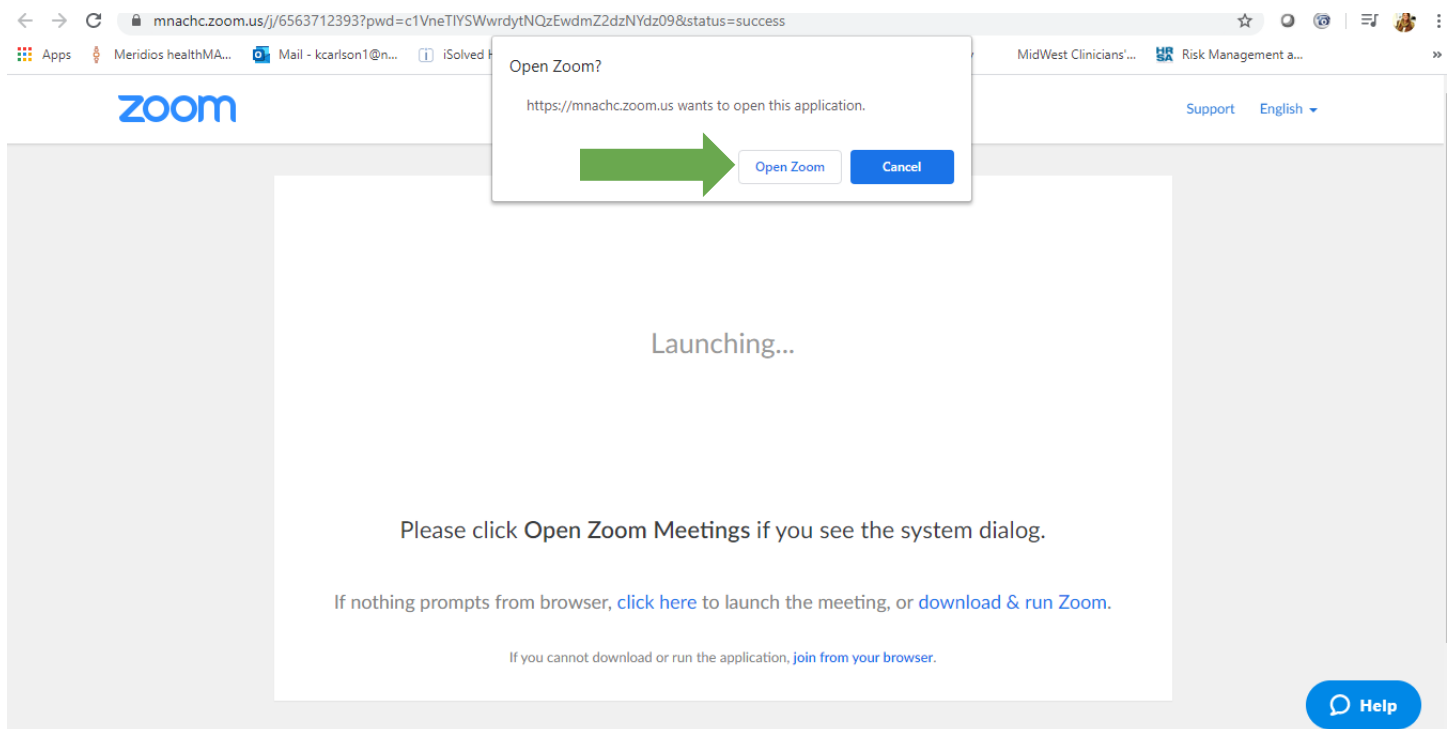
Hello,

Please click the following link to join the Zoom meeting with your provider:

<https://mnachc.zoom.us/j/6563712393?pwd=c1VneTIYSWwrdytNQzEwdmZ2dzNYdz09>




Step 2: Follow the prompts on your computer to download or connect the Zoom application



The screenshot shows a web browser window displaying a Zoom meeting page. The URL in the address bar is <https://mnachc.zoom.us/j/6563712393?pwd=c1VneTIYSWwrdytNQzEwdmZ2dzNYdz09&status=success>. The Zoom logo is visible in the top left corner. A system dialog box titled "Open Zoom?" is open in the center, with the text "https://mnachc.zoom.us wants to open this application." and two buttons: "Open Zoom" and "Cancel". A green arrow points to the "Open Zoom" button. Below the dialog box, the page displays "Launching..." and instructions: "Please click Open Zoom Meetings if you see the system dialog. If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#). If you cannot download or run the application, [join from your browser](#)." A "Help" button is located in the bottom right corner.

Step 3: Wait until the provider start the meeting. When prompted, connect with your computer audio and join with video.

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 **Please wait for the host to start this meeting.**

This is a recurring meeting

Neighborhood Healthsource's Personal Meeting Room

[Test Computer Audio](#)

If you are the host, please [login](#) to start this meeting.