

YRMC PhysicianCare Telehealth Appointments

OFFICE USE ONLY

Yavapai Regional Medical Center is working to find innovative ways to care for you during the current COVID-19 situation. One option is to care for you remotely either by phone or through the Internet. This is called telehealth. YRMC PhysicianCare is now offering this option. If you are a PhysicianCare patient you may receive a call from us.

If you are concerned you may need to be evaluated for COVID-19, [please start with the CDC coronavirus symptom checker](#). This tool will help you determine whether or not you should seek medical attention.

If you decide to use telehealth you will need to download and use the ZOOM app. The following instructions will help you get set up. You can download the free ZOOM app on your smartphone, tablet or computer. It will allow you to connect to your healthcare provider by video.

Here are the links where you can download the ZOOM app. There are separate links for Apple devices, Android devices and your computer.



TO USE YOUR APPLE DEVICE:
[ZOOM app for iPhone or iPad](#)



TO USE YOUR ANDROID DEVICE:
[ZOOM app for Android](#)



TO USE YOUR COMPUTER:
[ZOOM client for meetings](#)



PREPARE FOR YOUR TELEHEALTH VISIT:

- WELL IN ADVANCE of your appointment, make sure you have the free ZOOM app downloaded on the device you will use. To become familiar with the app, you can watch video tutorials on [how to join a ZOOM meeting](#). You can also [join a test meeting](#) to familiarize yourself with ZOOM.
- FIFTEEN MINUTES BEFORE your appointment, make sure you are either on wi-fi or in a place where you get good Internet service, preferably in a quiet place in your home. The ZOOM app will use the Internet to connect to your appointment. Your healthcare provider will email you a link to start your session.
- FIVE MINUTES BEFORE your appointment time, please click the link in the email you received from your healthcare provider to join your session. You will be connected to the ZOOM waiting room. (See page 2)
- If you are having trouble getting your telehealth video session started, you can use the links below for help:

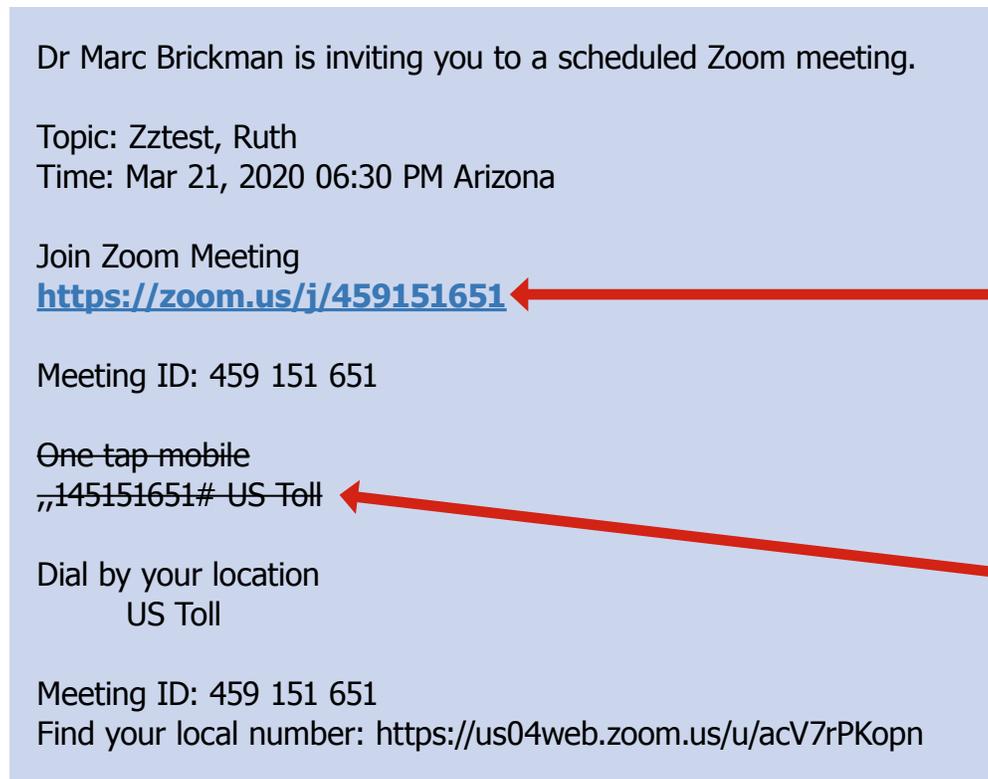
For help on how to join the meeting:
[Joining a meeting](#)

For help with audio and video:
[Configuring audio and video](#)

On the next pages you will find instructions on how to connect to your appointment. Please be aware that the graphics in the instructions may differ from what you see on your screen, however the concept is still the same.

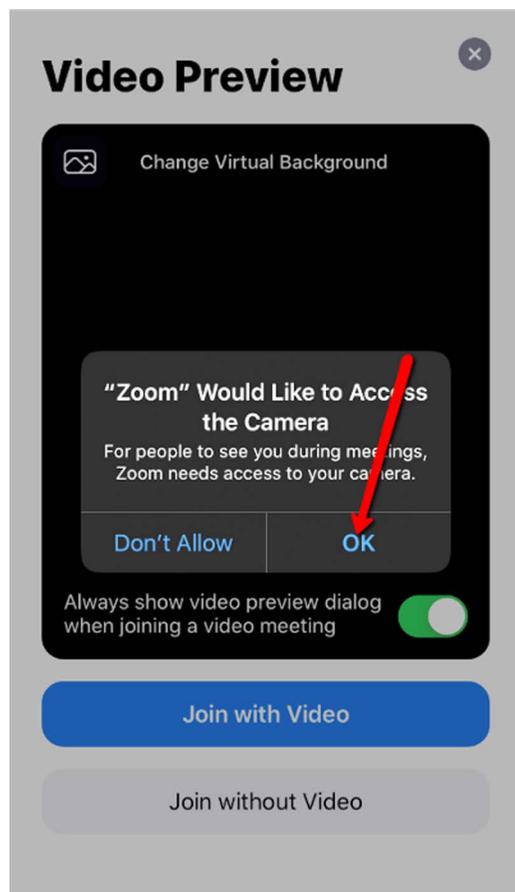
continued >>

This is an EXAMPLE of the email invitation you will receive from your PhysicianCare provider for your appointment.

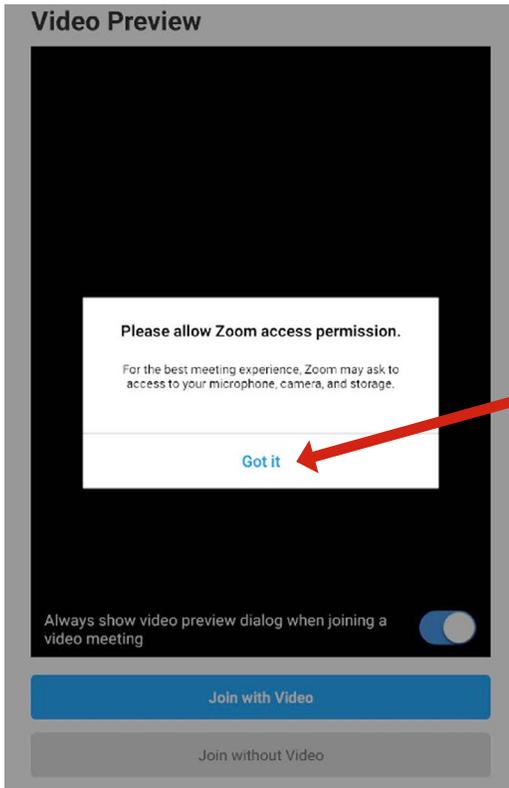


FIVE MINUTES BEFORE your appointment time, please click the link in the email you received to join the meeting. You will be connected to the ZOOM waiting room.

Please ignore this link.

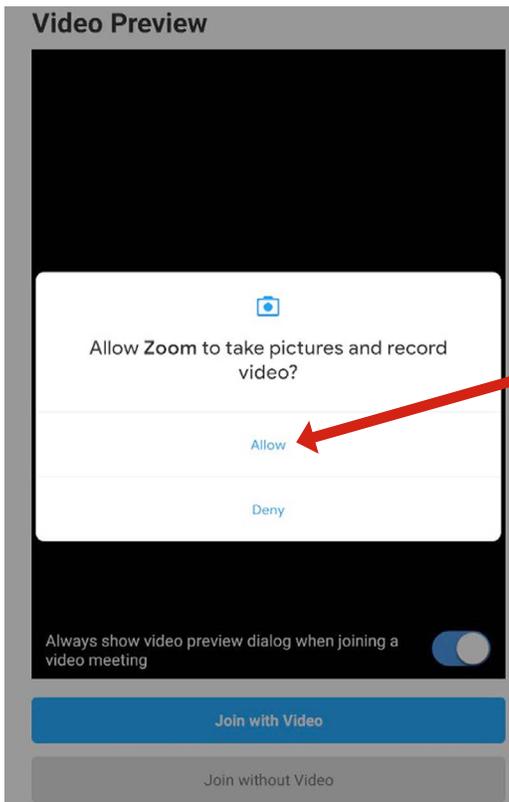


Click the blue bar **Join with Video**, then click **OK** or **Allow** on message "Zoom" Would like to Access the Camera.



Click **Got it** when asked to Please allow Zoom access permission.

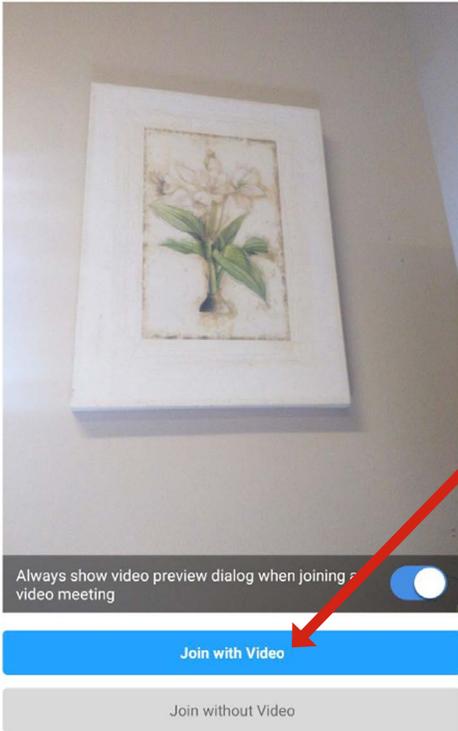
This allows the app to use your microphone, video and storage to communicate with your healthcare provider.



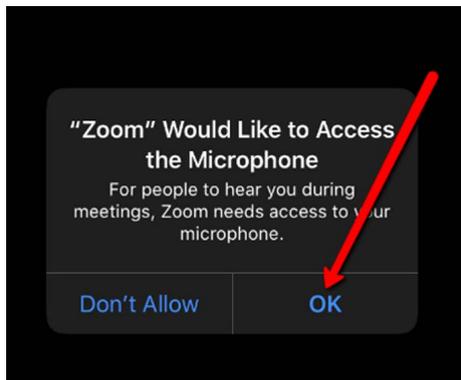
Click **Allow** when asked to Allow Zoom to take pictures and record video.

This allows your healthcare provider to gather information from your visit if needed.

Video Preview

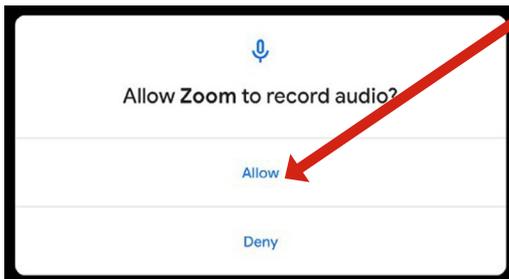


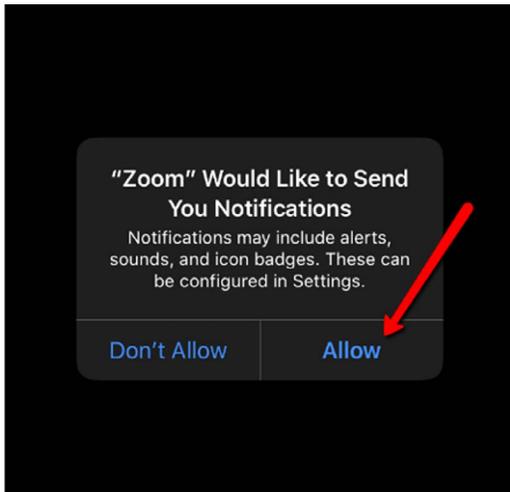
Click **Join with Video**. This will allow you to meet face-to-face with your healthcare provider!



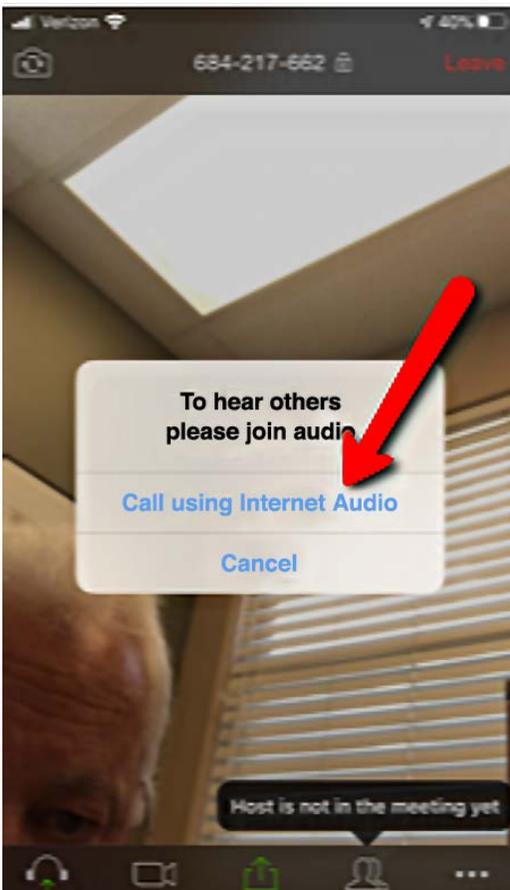
Click **OK** when asked to allow Zoom to access the Microphone so your healthcare provider can hear you.

OR





Click **Allow** for "Zoom" would like to send you notifications



Please click **Call using Internet Audio**

You should now be connected to your Zoom Video Appointment with your Healthcare provider!

When the appointment is over, please click **Leave** on the top or bottom right of your screen (depending on the device you are using).