



# UW Medicine

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DIGITAL HEALTH

## ቆግራ ሕክምና ብ ሰልኪ

ሕክምና ብ ሰልኪ እንታይ ከምዝኾነ፣ከመይ ከምዝሰርሕን ሰልክኹም/ኮምፒተርኩም ከመይ ከምተዳልውዎ

### ትሕዝቶ

ብዛዕባ ቆግራ ሕክምና ናይ ሰልኪ (ገጺ 2)

ብዛዕባ ዙም (ገጺ 2)

ደሕንነትኩምን ምሽጢራዊነትኩምን (ገጺ 2)

ንቆግራ ሕክምና ብሰልኪ ከመይ ከምትዳለው (ገጺ 2)

ሕቶ እንተለኩም (ገጺ 2)

ኣብ እዋን ቆግራ ኣጠቓቕማ ዘበናዊ ሰልኪ(ሰማርት ፎን?) ታብሌትን (ገጺ 3-8)

ኣጠቓቕማ ኮምፒውተር ኣብ እዋን ቆግራ (ገጺ 3-8)



ኣብ እዋን ቆግራ ሕክምና ናይ ሰልኪ ኣቕራቢይ ኸንካነኹምን እሰኻትኩምን ብኮምፒውተር፣ብዘመናዊ ሰልኪ ወይከዓ ብታብሌት ክትረኣዩ ትኽእሉ ኢኹም።

## ብዛዕባ ቆፃራ ሕክምና ናይ ስልኪ

ሕክምና ናይ ስልኪ እስካትኩም ናብ ክሊኒክኩም መዲኦትኩም ንሓኪምኩም ንምርእይ ኣብዘይትክእልሉ እዋን ዘድልዩኩም ኸንካነ ጥዕና ዝትረኽቡሉ መንገዲ እዩ። ሕክምና ዩኒቨርሲቲ ዋሽንግተን ሕክምና ብስልኪ ንምግባር ዙም ዝተብሃለ ግልጋሎት ቪዲዮ ይጥቀም።

## ብዛዕባ ዙም

ዙም ኣብ ርሑቕ ምስዘሎ ሰብ ብስእሊ እናተራኣኣኻ ንምዝርራብ ዘኸኸል እዩ። ኣብ ኮምፒውተር፣ ኣብ ታብሌት ወይኮኖ ኣብ ዘመናዊ ስልኪ ይሰርሕ።

ኣገልግሎት ዙም ናፃ እዩ። ኣካውንት (ኣትግልገሎት ሽም) ምፍጣር ኣየድልይን ።

## ደሕንነትኩምን ምሽጢራዊነትኩምን

ናይ ስልኪ ሕክምናኹም ደሕንነቱን ምሽጢራዊነቱን ዝተሓለወ፣ ካብ ሓደጋ ካዓ ናፃ ዝኾነዩ። ድምፅኹምን ስእልኹምን ተቐዲሑ ኣይቅመጥን። ሓበሬታኹም ኩሉ ምስ ሓኪምኩም ኣብ ክሊኒክ ብኣካል ከምትገብሩዎ ዘረባ ምሽጢራዊነቱ ዝተሓለወ እዩ።

ዙም ምስ ሕጊ ተሓታታይነትን ተዘዋዋሪይነት ናይ ኢንሹራንስን (ሂፓ-HIPAA) ዝተሳነየ እዩ። እዚ ሕጊ ናታትኩም ምሽጢራዊነት ዝሕልውን ዝከላኸልን እዩ።

## ንቆፃራ ሕክምና ብስልኪ ከመይ ከምትዳለው

- ንቆፃራ ሕክምና ብስልኪ ቅድሚ ምድላውኩም ኣብትጥቀሙሉ ኣቕሑ ንዙም ኣዐርዩ።
- እዚ እም ናውቲታት የድልዩኹም እዮም ፡-
  - ኮምፒውተር፣ ታብሌት ወይኮኖ ዘመናዊ ስልኪ ከመውን መእንታን ዶክተርኩም ገፅኹም ክርእዩኩም ንገፅኹም ዘርእይ ካሜራ ኣብ ፊትንፊቱ ክህልዎ ኣለዎ።
  - ኢንተርኔት
- ኩነታት ኢንተርኔትኩም ንምፍታን [zoom.us/test](https://zoom.us/test) to join a test meeting ንዝብል ጠውቑ።

## ሕቶ እንተለኩም

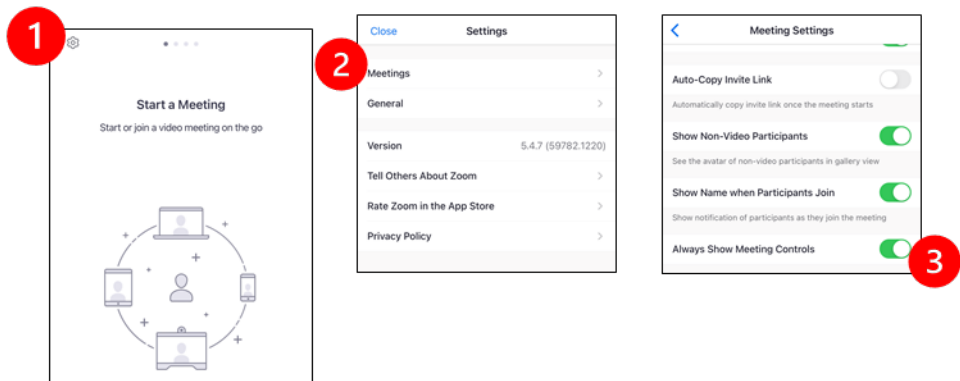
- ኣብ ምዕራይ ዙም ገለ ሕቶ እንተለኩም ንመቐበሊ ጋሻ ብ 206.520.5100 ደውሉ።
- ብዛዕባ ሕክምና ብስልኪ ኣብ ሕክምና ዩኒቨርሲቲ ዋሽንግተን ዝበለፀ ንምፍላጥ ናትና መርበብ ኣብ [www.uwmedicine.org/virtual-care](http://www.uwmedicine.org/virtual-care) ራእዩ።

# አጠቃቅማ ዘመናዊ ስልኪን (ሰማርት ፎን) ታብሌትን ኣብ እዋን ቆፃራ

## ቅድሚያ ቅዳመይቲ ቆፃራ ሕክምና ብስልኪ

### ደረጃ 1: ንዙም ኣፕ ካብ ኢንትርኔት ምውራድ

- ካብ መኻከን ኣፕል ኣፕ ወይኮን ጎግል ፕሌይ ገመራኽቢ ዙም ክላውድ ኣፕ ኣውርዱ (እንተሓተትኩም ከዓ ኣሓድስዎ)። ኣብ ቀፃላይ ኣብዝህልዎኩም ቆፃራ ተመሳሳሊ ኣቕሓ እንድሕር ትጥቀሙ ኮይንኩም እዚ ከይዲ ምድላው ምድጋም ኣየድልይን። ካልእ ኣቕሓ እንድሕር ትጥቀሙ ኮይንኩም ግን እዚ ምድላው ክምበሓዱሽ የድልየኩም እዩ።
- ንመቆፃጸሪ መራኽቢ (ኣኼባ) ዙም ኩልግዘ ንምርኣይ
  1. ንምልክት ሴቲንግ (settings icon) ይጠውቁ.
  2. ኣኼባታት ("Meetings") ንዝብል ይጠውቁ።
  3. "ኩልግዘ መቆፃጸሪታት ኣኼባ ኣውጽኦላይ" ንዝብል ኣወልዎ.



## ኣቕራባይኩም ናብቲ ኣኼባ ቅድሚያ ምእታው (ምሕዋሱ)

### ደረጃ 2: ንቆፃራኹም ድኸውን ፀጥ ዝበለ ቦታ ምረፅ

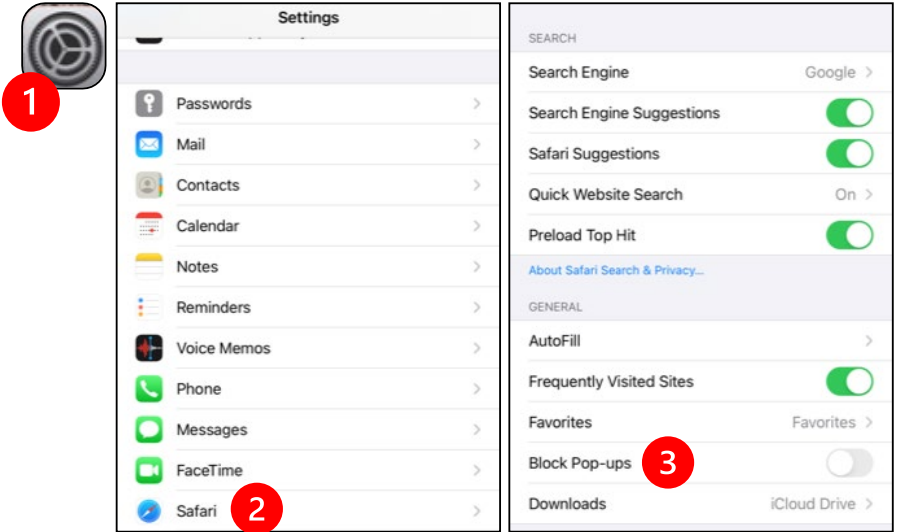
- ንምዕራይን ንምርኻብን ንባዓልኩም ኣቕዲምኩም 15 ደቂቃ ሃቡ
- ኣቕሓኹም ቻርጅ ዝተግብረ ወይኮን ምስ ቻርጅር ዝተገናነየ ምዃኑ ኣረጋግፁ።
- ፀጥ ኣብዝበለን ኣፀቢቐ ኣብ ትወለዐ ቦታ ኮፍ ይበሉ።
- እንተኸኢልኩም ንቆፃራኹም ባይንኹም እትኾኑሉ ቦታ ምረፅ። ካልኣት ሰባት ኣብ ጥቓኹም እንተሃሊዩም ንናፅነትኩም መስምዒ እዝኒ (ኢር ፎን) ትጥቀሙ ትኸእሉ ኢኹም።

### ደረጃ 3: ንዙም ምጅማር

#### A. ማይቻርት (MyChart) እንተልዩኩም

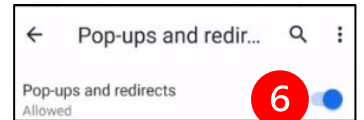
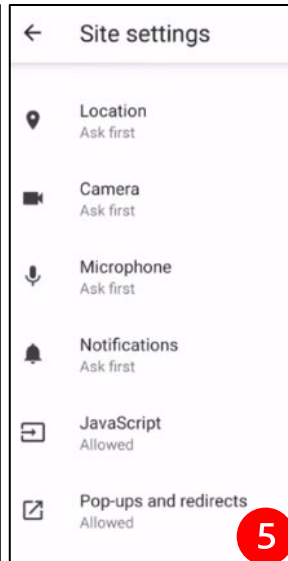
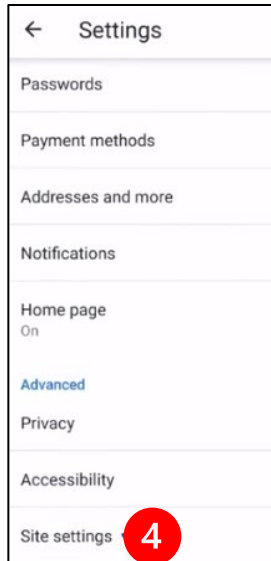
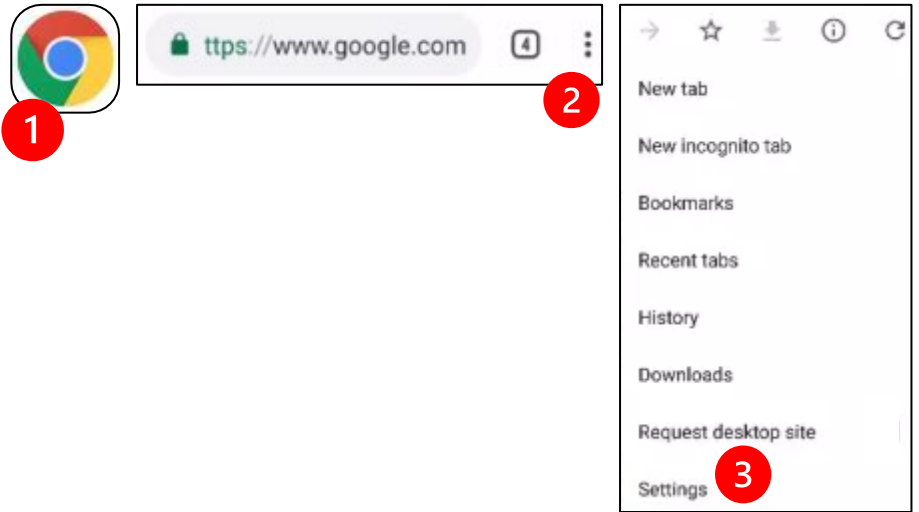
• ንኣይፎን ወይኮን ንኣይፓድ:- ንኣሰናከልቲ(ሸፈንቲ) ከምዘይሰርሑ ግበሩ

1. ሴቲንግ“Settings” ንዝብል ጠውቑ
2. ሳፋሪ “Safari” ንዝብል ጠውቑ
3. ብሎክ ፖፕአፕ “Block Pop-ups” ንዝብል ጠውቑ

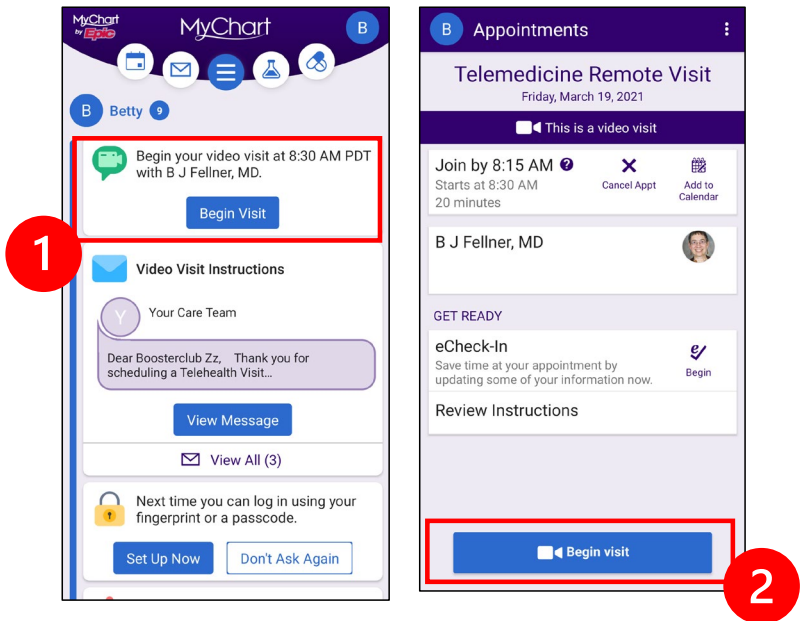


- ንኣንድሮይድ :-ንኣሰናክልቲ(ሸፈንቲ) ከምዘይሰርሑ ግቡሩ

1. ክሮም (“Chrome”) ንዝብል ጠውቕ
2. ኣብ ወገን የማን ላዕለዋይ ኣንጎሎ ንዘለው ንተ ነጥብታት ጠውቕ
3. ሴቲንግ (Settings) ንዝብል ጠውቕ
4. ናይ ሳይት ሴቲንግ“ Site Settings” ንዝብል ጠውቕ
5. ፓፕአፕስን ሪዳይሬክትን ( “Pop-ups and redirect”) ንዝብል ጠውቕ
6. ፓፕአፕስን ሪዳይሬክትን(“Pop-ups and redirect”) ንዝብል ጠውቕ



- ናብ ማይቻርት ( MyChart) ከይደም ይእተው፤ እንተሓተትኩም ኣሓድስዎ
  1. ቆፃራ ሺድዮ ጀምር “Begin your video visit” ንዝብል ብምምራፅ ኣፈኑውዎ
  2. ቆፃራ ጀምር (“Begin Visit.”) ንዝብል ምረፁ፤ እዚ ንዙም የፈንዎ እዩ



- ዙም ናይ ተጠቃማይ ሽም ክሓትት እዩ፤ ሽምኩምን ሽም ኣቦ ሕጎምኹምን ፅሓፉ
- ኣቕራባይ ኸንካነ ጥዕናኹም ክሳብ ዝቐርብ ኣብ “ ክፍሊ መፀበይ” ትፀንሑ ትኸእሉ ኢኹም ፡፡ኣቕራባይኩም ክሳብ ዝኣትው/ዝሕወስ ቁሩብ ደቂቓ ክወስደሉ ይኸእል፡፡ ብክብረትኩም ኣብ ኦንላይን ፅንሑ፡፡

**B. ማይቻርት ( MyChart) እንተዘይብልኩም**

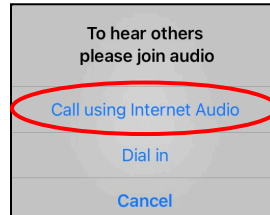
- ቅድሚያ ቆፃራኹም ብፅሑፍ ኣቢሉ ናብ ዙም ዝመርሕ መተኣሳሰሪ/ሊንክ ብቴሌፎንኩም ክላኣኸልኩምዩ፡፡
- ናብ ዙም መርበብ ንምእታው ነዚ መተኣሳሰሪ /ሊንክ ተኸተሉ
- (እንተሓተቱኩም) ነቲ መተኣሳሰሪ ንምክፋት ዙም ክላውድ ኣፕ ንዝብል ምረፁ
- ዙም ሽም ክሓትት እዩ፤ ሽምኩምን ሽም ኣቦ ሕጎምኹምን ኣእትው
- ኣቕራባይ ኸንካነ ጥዕናኹም ክሳብ ዝቐርብ ኣብ “ ክፍሊ መፀበይ” ትፀንሑ ትኸእሉ ኢኹም ፡፡ኣቕራባይኩም ክሳብ ዝኣትው/ዝሕወስ ቁሩብ ደቂቓ ክወስደሉ ይኸእል፡፡ ብክብረትኩም ኣብ ኦንላይን ፅንሑ፡፡ ንትዕግስትኹም ነመስግነኩም፡፡

## አቕራቢዎም ናብቲ ኣኼባ ምስተሓወሰ/አተወ

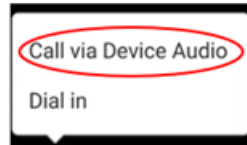
### ደረጃ 4: ነቲ ድምዒ ኣራኽባ

ናይ ኢንተርኔት ወይከፍ ናይቲ ኣቕራቢ ድምዒ ንኸትጥቀሙ ንመክር

- ንኣይፎን "ናይ ኢንተርኔት ድምዒ ተጠቂምካ ደውል" (Call using internet Audio ) ንዝብል ጠውቑ::



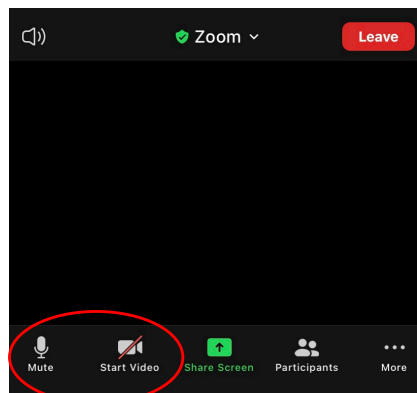
- ንኣንድሮይድ" ናይቲ ኣቕራቢ ድምዒ ተጠቂምካ ደውል "(Call via Device Audio) ንዝብል ጠውቑ



- ደውል ("Dial in,") ንዝብል እንተመሪሶኩም ቕፅፅታት ተሰሪፖም ይወፁ፤ ንምድቀል ገለ ቕፅፅ ውሰዱ:: ታብሌትኩም / ዘመናዊ ስልክኹም መለለይ መንነት ተሳተፍቲ ከእትወልኩም እዩ፤ ናብ ኣኼባውን ከእትወኩም እዩ::

### ደረጃ 5: ንኻሜራን ንማይክሮፎንን ክፈትዎም

- መቆፃጸሪ ናይቲ ስክሪን (toolbar) ንኸወፅእ ነቲ ስክሪን ሃንሳብ ጠውቑ::
- እተን ማይክሮፎንን ስፒከርን ዘይተፀዋ ምዃኖም ኣረጋግፁ::እዚ ንምግባር ኣብቲ መቆፃጸሪ ስክሪን (ቱልባር) ኬድኩም ድምፁ-ኣልቦ ኣይትግበር( Unmute) ትጥውቑ ትኸእሉ ኢኹም::
- ቪዲዮኹም ዝተፈነወ ምዃኑ ኣረጋግፁ:: ንቪዲዮ ጀምር (Start Video) ንዝብል ኣብቲ ቱልባር( መቆፃፀሪ ስክሪን) ትጥውቑ ትኸእሉ ኢኹም::



"ድምዒ ኣጥፍእ"ን "ቪዲዮ ጀምር" ንዝብል ምልክታት ኣብቲ መቆፃፀሪ ስክሪን(ቱልባር) ይርከባ

**ደረጃ 6: ናይ ርሕቕት ሕክምናኹም ብሺዲዮ ጀምሩ**

ሕጅ ቆፃራኹም ንምጅማር ተዳሊኹም ኣለኹም።

ኣቕራባይ ኸንካነኹም ኣብ ምርኣይ ስእልኹም ወይከዓ ኣብ ምስማዕ ድምፅኹም ፀገም እንተሃሊይዎ መጀመሪያ ሂብኩሙዎ ብዘለኹም ቆፅሪ ኣቢሉ ክድዉለልኩም እዩ። ታብሌት እንዳተጠቐምኩም እንተኸይንኩም ብክብረትኩም ቴሌፎንኩም ኣብ ቀረባ ግበርዎ ምናልባት ኣድላይት እንተኸይና።



## ንቆግራኹም ኮምፒውተር ምጥቃም

ስዲቦም ዘለው መምርሒታት ናይ ማይቻርት( MyChart) ኣካውንት ንዘለዎም ተሓካምቲ ጥራሕ እዩ።

### ማይቻርት( MyChart) ዝብል ኣካውንት እንተዘይብልኩም

- ኣብ ገቢ 3 "ብዛዕባ ኣጠቓቕማ ዘመናዊ ስልኪ ወይከዓ ታብሌት ኣብ እዋን ቆግራ " ንዝብል መምርሒ ተኸተሉ።
- እንድሕር ማይቻርት(MyChart) ዘይብልኹም ደረጃ 3 ምስ በፀሕኩም ኣብ ገቢ 6 ኣብ ትሕቲ ቢ ንዘሎ መምርሒ ትኸተሉ።

## ቅድሚታ ቀዳመይቲ ሕክምና ብቪዲዮ (ርሕቕት)

### ደረጃ 1: ን "Zoom Client for Meetings" ኣውርዱ።

- ናብ [zoom.us/download](https://zoom.us/download) ኪዱ። ትሕቲ "Zoom Client for Meetings" ንዘሎ ኣውርድ (Download) ንዝብል ጠውቑ።
- እንተሓተቲኩም ንዘም ጀምር ንዝብል ምረፁ(Choose to run Zoom (if prompted)).

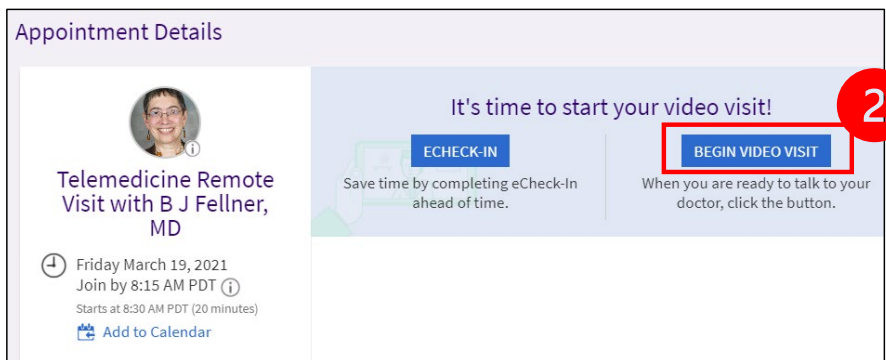
## ቅድሚታ ኣቕራባይ ኸንካነኹም ናብ ኣኼባ ምእታው

### ደረጃ 2: ንሕክምናኹም (ቆግራኹም) ብቪዲዮ ፀጥ ዝበለ ቦታ ምረፁ

- ንምዕራይን ንምርኻብን ንባዓልኩም ኣቕዲምኩም 15 ደቂቓ ሃቡ
- ኣቕራባኹም ቻርጅ ዝተግብረ ወይከዓ ምስ ቻርጅር ዝተገናነዩ ምዃኑ ኣረጋግፁ።
- ፀጥ ኣብዝበለን ኣፀቢቐ ኣብ ዝትወለዐ ቦታ ኮፍ ይበሉ።
- እንተተኻኢሉ ንቆግራኹም ባይንኹም እትኾኑሉ ቦታ ምረፁ።ካልኣት ሰባት ኣብ ጥቓኹም እንተሃሊዩም ንናፅነትኩም መስምዒ እዝኒ(ኢር ፎን)ትጥቀሙ ትኸእሉ ኢኹም።

### ደረጃ 3: ንማይቻርት (MyChart) ተጠቂምካ ን ዙም ምጅማር

- ናብ [mychart.uwmedicine.org](http://mychart.uwmedicine.org) ይኺዱ።
- ናብ ማይቻርት (MyChart) ይእተው
  1. ናይ ቪዲዮ ቆጃራ ጀምር (Begin your video visit) ንዝብል ምረፁ።
  2. ቆጃራ ጀምር (“Begin Visit”) ንዝብል ምረፁ፤ ዙም ክፍነው /ክጅምር እዩ።

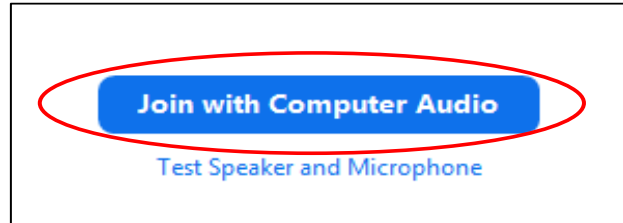


- ዙም ሽምኩም ክሓተኩም እዩ፤ ሽምኩምን ሽም ኣቦ ሕጎምኹምን ኣእትው
- ኣቕራባይ ክንካነ ጥዕናኹም ክሳብ ዝቐርብ ኣብ “ ክፍሊ መጠይ/መዕረፊ” ትግንቲ ትክእሉ ኢኹም ።ኣቕራባይኩም ክሳብ ዝኣትው/ዝሕወስ ቁሩብ ደቂቓ ክወስዱ ይክእል። ብክብረትኩም ኣብ ኣንላይን ፅንቲ። ንትዕግስትኹም ነመስግነኩም።

## አቅራቢይኩም ናብቲ ኣኼባ ምስተሓወሰ/ኣተወ

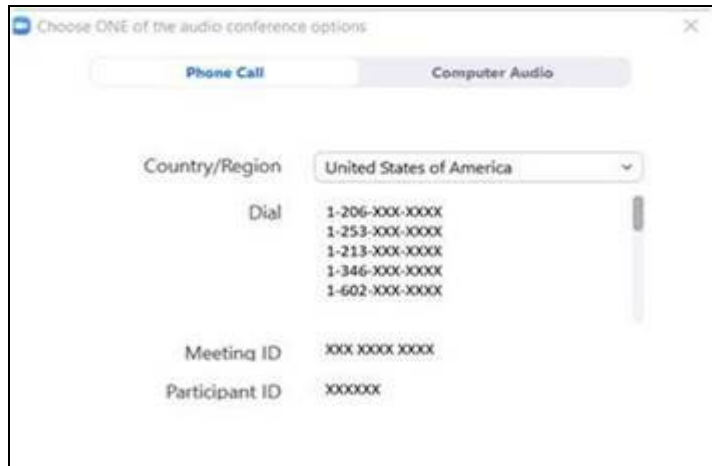
### ደረጃ 4: ነቲ ድምዳሜ ኣራኽቡዎ (ኣገናኒይዎ)

- ንድምዳሜ ናይ ኮምፒውተር ማይክሮፎን ወይከዓ ስፒከር ንኸትጥቀሙ ንመክር፡፡ ናይ ኮምፒውተር ድምዳሜን (Computer Audio) ምስ ኮምፒውተር ድምዳሜ ተራኽቡ (Join with Computer Audio) ንዝብል ጠውቑ፡፡



- ንድምዳሜ ትጥቀሙዎ ዘለኹም ስልክኹም እንተኾይኑ "ብስልኪ ደውል" (Phone Call) ንዝብል ምረጹ፣ ካብኡ ቐፅሪታት ክመፅኣ እየን፡፡

1. ንምድዋል "ደውሉ" ካብ ዝብል ክፍሊ ገለ ቐፅሪ ምረጹ
2. ካብኡ ናይቲ ኣኼባ መእተዊ ቐፅሪ መለሊይ መንነት (meeting ID) ንኸተእትዩ ትሕተቱ፡፡ ካብ ክፍሊ መለሊይ መንነት ኣኼባ (Meeting ID) ዘሎ ቐፅሪ ድሕሪ ምእታውኹም ንምልክት ማሳላል # ጠውቑ፡፡
3. መለሊይ መንነት ተሳተፍቲ ኣኼባ (participant ID) ንኸተእቱዉ ትሕተቱ ኢኹም፡፡ ካብ ክፍሊ መለሊይ መንነት ናይ ተሳተፍቲ (participant ID) ተሰሪዑዎም ንዘለው ቐፅሪታት ብምእታው ንምልክት መሰላል # ጠውቑ፣ ወይከዓ ንምቕፃል ? # ጠውቑ፡፡



### ደረጃ 5: ንካሜራን ንማይክሮፎንን ክፈቱ።

- መቆጣጠሪ ናይቲ ስክሪን (toolbar) ንክረኦ ኣብ ውሽጢ መስኮት ዙም ጠውቑ።
- እተን ማይክሮፎንን ስፐከርን ዘይተጻፀፀ ምዃንን ኣረጋግጹ። እዚ ንምግባር ኣብቲ መቆጣጠሪ ስክሪን (ቱልባር) ኬድኩም ድምፁ-ኣልቦ ኣይትግበር (Unmute) ትጥውቑ ትክእሉ ኢኹም።
- ቪዲዮኹም ዝተፈነወ ምዃኑ ኣረጋግጹ። ንቪዲዮ ጀምር (Start Video) ንዝብል ኣብቲ ቱልባር (መቆጣጠሪ ስክሪን) ትጥውቑ ትክእሉ ኢኹም።



"ድምጺ ኣጥፍእ"ን "ቪዲዮ ጀምር"ን ዝብል ምልክታት ኣብቲ መቆጣጠሪ ስክሪን(ቱልባር) ይርከባ

### ደረጃ 6: ቆጻራኹም(ሕክምና) ብቪዲዮ ጀምሩ

ሕጅ ቆጻራኹም ንምጅማር ተዳሊኹም ኣለኹም።

ኣቐራባይ ክንካነኹም ኣብ ምርኣይ ስእልኹም ወይከዓ ኣብ ምስማዕ ድምፅኹም ፀገም እንተሃሊይዎ መጀመሪያ ሂብኩሙዎ ብዘለኹም ቐፅሪ ኣቢሉ ክድዉለልኩም እዩ። ታብሌት እንዳተጠቐምኩም እንተኾይንኩም ብክብረትኩም ቴሌፎንኩም ኣብ ቀረባ ግበርዎ ምናልባቶ ኣድላይት እንተኾይና።

### ሕቶታት?

ሕቶታትኩም ንዓና ረብሓ ኣለዎም። ገለ ሕቶ ወይከዓ ሓሳብ እንተለኩም ንዶክተርኩም ወይከዓ ንኣቐራባይ ክንካነኹም ደውሉ።

- ብዛዕባ ሕክምና ብቪዲዮ(ርሕቕት) ኣብ ዩኒቨርሲቲ ዋሽንግተን ንምፋላጥ ንመርቡብና ኣብ [www.uwmedicine.org/virtual-care](http://www.uwmedicine.org/virtual-care) ራኣዩ።
- ኣብ ምድላው ዙም ሓገዝ እንተድልዩኩም ናብ ኣገልጋሎት መተኣናገዲ ጋሺታት ብ 206.520.5100 ደውሉ።

## **Your Telemedicine Visit**

*What a telemedicine visit is, how it works, and how to set up your device*

### **Contents**

***About Telemedicine Visits (page 2)***

***About Zoom (page 2)***

***Your Safety and Privacy (page 2)***

***How to Prepare for Your Telemedicine Visit (page 2)***

***If You Have Questions (page 2)***

***Using a Smartphone or Tablet for Your Visit (pages 3-8)***

***Using a Computer for Your Visit (pages 9-12)***



*During a telemedicine visit, you and your provider can see each other on your computer, tablet, or smartphone.*

## About Telemedicine Visits

A telemedicine visit is a way to get the healthcare you need when you cannot come to the clinic to see your provider. UW Medicine telemedicine visits use a video service called Zoom.

## About Zoom

Zoom allows you to see and talk with someone at a distance. It works on a computer, tablet, or smartphone.

Zoom is free to use. You do not need to create an account.

## Your Safety and Privacy

Your telemedicine visit will be safe, private, and secure. Your photo and voice will not be recorded or stored. All your information is protected, just as if you were meeting with your healthcare provider in the clinic. Zoom complies with the Health Insurance Portability and Accountability Act (HIPAA), which protects your health privacy.

## How to Prepare for Your Telemedicine Visit

- Before your first telemedicine visit, set up Zoom on your device.
- You need to have:
  - A computer, tablet, or smartphone with a camera that faces you, so that your provider can see you
  - An internet connection
- If you want to check your internet connection, visit [zoom.us/test](https://zoom.us/test) to join a test meeting.

## If You Have Questions

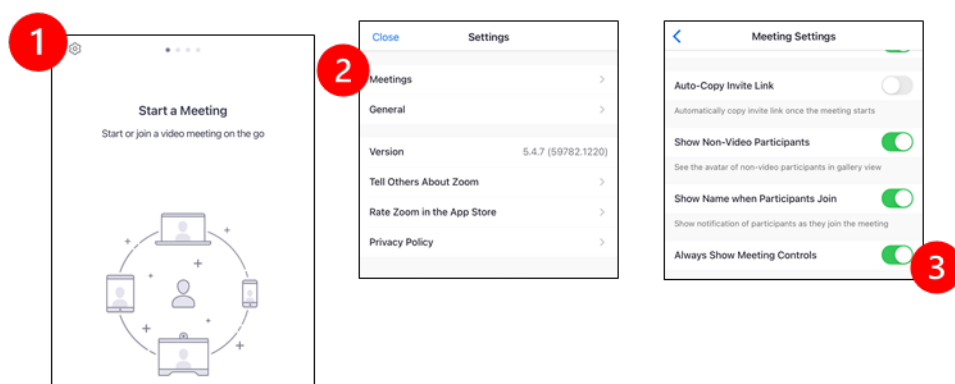
- If you need help setting up Zoom, call our service desk at **206.520.5100**.
- To learn more about Telemedicine at UW Medicine, please visit our website: [www.uwmedicine.org/virtual-care](https://www.uwmedicine.org/virtual-care)

# Using a Smartphone or Tablet for Your Visit

## Before Your First Telemedicine Visit

### Step 1: Download the Zoom app.

- Download the Zoom Cloud Meeting app from the Apple App Store or on Google Play. (Upgrade if prompted.) If you use the same device for future visits, you should not have to repeat this step. If you use a different device, you will need to do the set-up again.
- If you want to see the Zoom meeting control toolbar at all times:
  1. Click on the settings icon (gear).
  2. Click on “Meetings.”
  3. Turn on “Always show meeting controls.”



## Before Your Provider Joins the Meeting

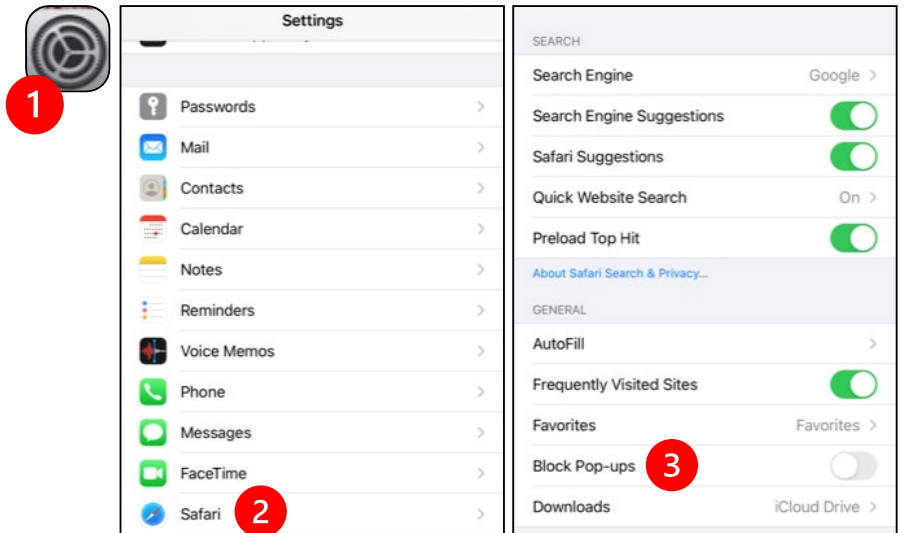
### Step 2: Create a quiet space for your visit.

- Give yourself at least 15 minutes to set up and get connected.
- Make sure your device is plugged in or fully charged.
- Sit in a quiet space with good lighting.
- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.

### Step 3: Start Zoom.

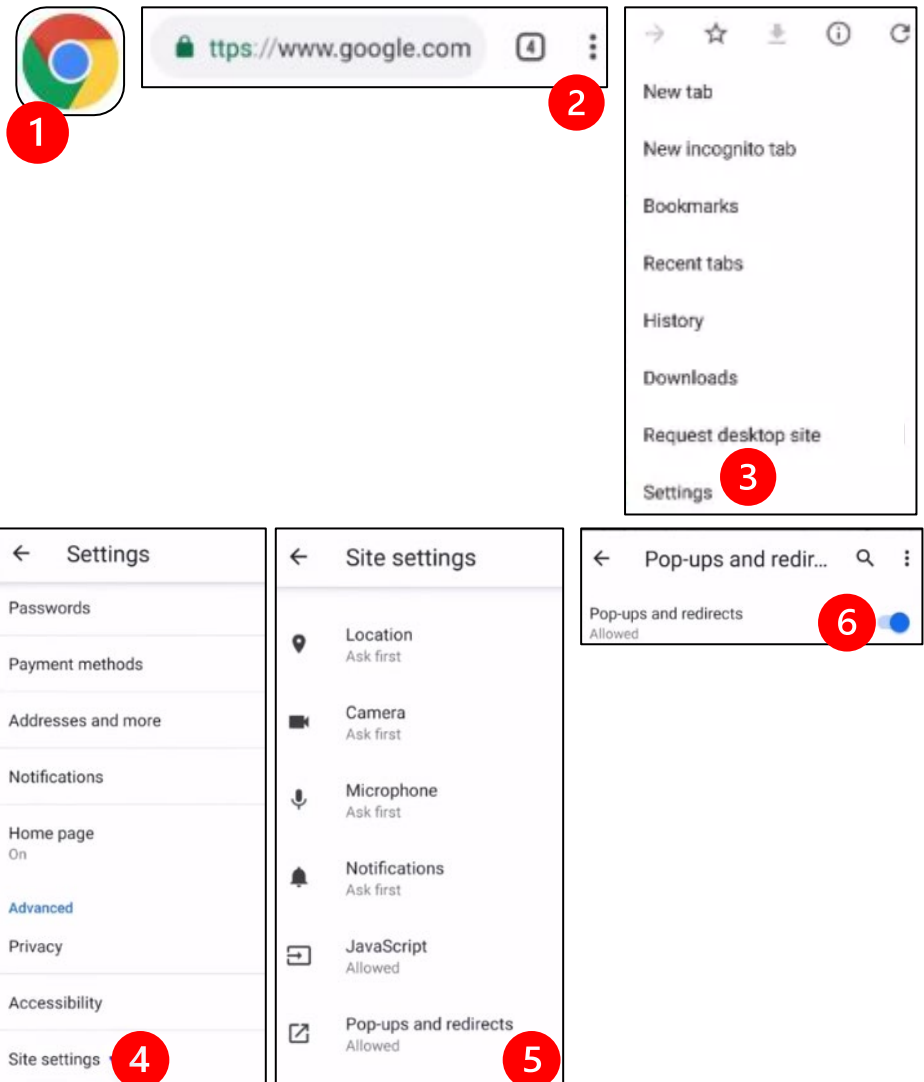
#### A. If you have MyChart

- For iPhone or iPad, disable pop-up blockers:
  1. Click on “Settings”
  2. Click on “Safari”
  3. Turn off “Block Pop-ups”

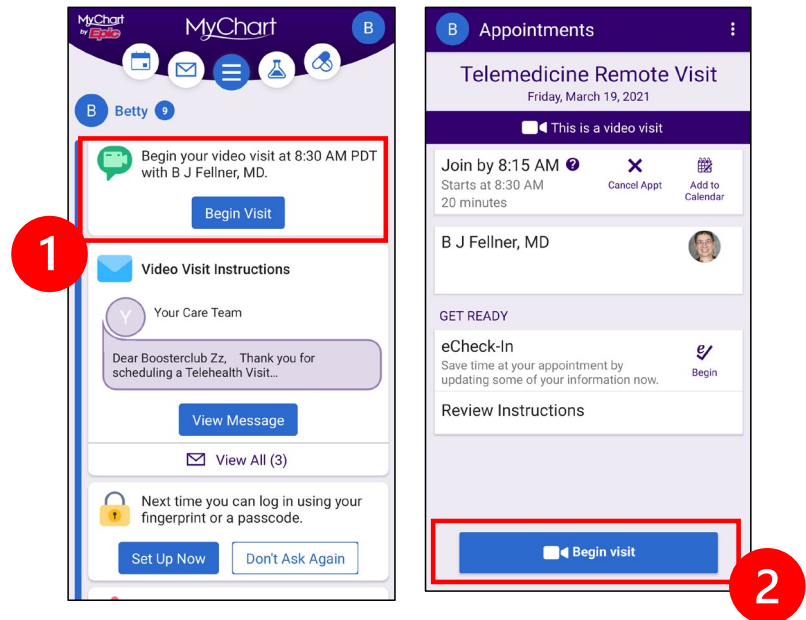




- For Android, disable pop-up blockers:
  1. Click on “Chrome”
  2. Click on the 3 vertical dots at the top right
  3. Click “Settings”
  4. Click “Site Settings”
  5. Click “Pop-ups and redirect”
  6. Turn on “Pop-ups and redirect”



- Go to the MyChart App and log in. Upgrade MyChart if prompted.
  1. Select the option to “Begin your video visit.”
  2. Select “Begin Visit.” This will start Zoom.



- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a “Waiting Room” while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

***B. If You Do NOT Have MyChart***

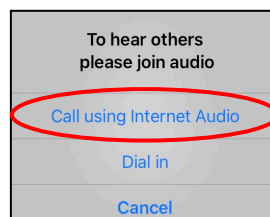
- Before your visit, we will send you a text with a link to your phone.
- Follow the link to get to the Zoom website.
- Choose to use Zoom Cloud app to open the link (if prompted).
- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a “Waiting Room” while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

## When Your Provider Joins the Meeting

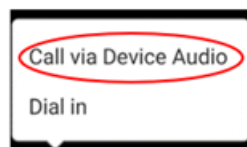
### Step 4: Connect the audio.

We advise using internet or device audio:

- For iPhone, choose “Call using Internet Audio”



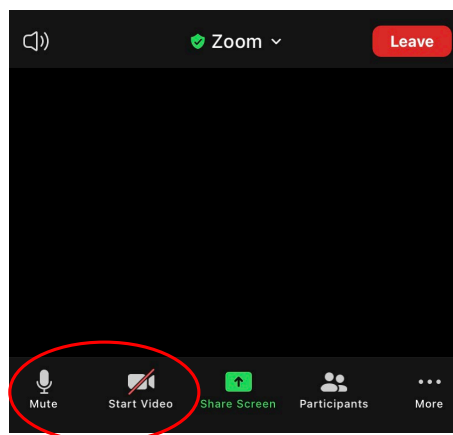
- For Android, choose “Call via Device Audio”



- If you choose “Dial in,” a list of numbers will appear. Pick a number to call. (You can use any of them.) Your smartphone or tablet will enter the meeting and participant ID for you.

### Step 5: Turn on the camera and microphone.

- You may need to tap your screen for the toolbar to appear.
- Make sure your microphone and speakers are NOT muted. You may need to click “Unmute” on the toolbar.
- Make sure your video is started. You may need to click “Start Video” on the toolbar.



*The symbols for “Mute” and “Start Video” are on the toolbar.*

## **Step 6: Start your telemedicine visit.**

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the number that you provided at the start of your session. If you are using a tablet, please keep your phone nearby in case this is needed.

# Using a Computer for Your Visit

These instructions are for patients with a MyChart account.

## **If you do not have a MyChart account:**

- Follow the instructions on page 3 under “Using a Smartphone or Tablet for Your Visit.”
- When you reach Step 3, follow instructions on page 6 under “B. If You Do NOT Have MyChart.”

## **Before Your First Telemedicine Visit**

### **Step 1: Download “Zoom Client for Meetings.”**

- Go to [zoom.us/download](https://zoom.us/download). Click on the “Download” button under “Zoom Client for Meetings.”
- Choose to run Zoom (if prompted).

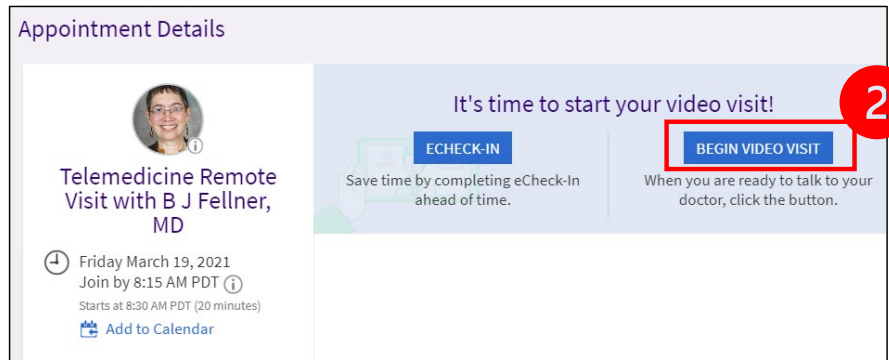
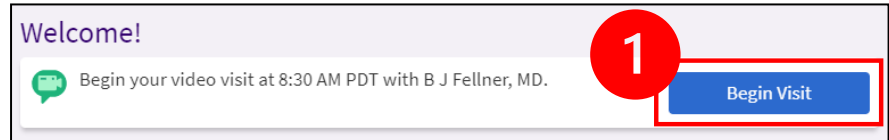
## **Before Your Provider Joins the Meeting**

### **Step 2: Create a quiet space for your telemedicine visit.**

- Give yourself at least 15 minutes to set up and get connected.
- Make sure your device is plugged in or fully charged.
- Sit in a quiet space with good lighting.
- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.

### Step 3: Starting Zoom (with MyChart)

- Go to *mychart.uwmedicine.org*.
- Log into MyChart.
  1. Select the option to “Begin your video visit.”
  2. Select “Begin Visit.” This will start Zoom.

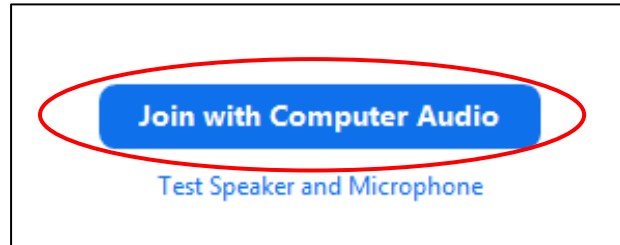


- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a “Waiting Room” while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

## When Your Provider Joins the Meeting

### Step 4: Connect the audio.

- We advise using your computer microphone and speaker for audio. Choose “Computer Audio” and click “Join with Computer Audio.”



- If you are using your phone for audio, choose “Phone Call,” and a list of numbers will appear:
  1. Pick any number from the “Dial” section to call.
  2. You will be asked to enter the meeting ID. Enter the number listed in the “Meeting ID” section, then press #.
  3. You will be asked to enter the participant ID. Enter the number listed in the “Participant ID” section, then press #. Or just press # to continue.



## Step 5: Turn on the camera and microphone.

- Click inside the Zoom window for the toolbar to appear.
- Make sure your microphone and speakers are NOT muted. You may need to click “Unmute” on the toolbar.
- Make sure your video is started. You may need to click “Start Video” on the toolbar.



*The symbols for “Mute and “Start Video” are on the Zoom toolbar.*

## Step 6: Start your telemedicine visit.

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the phone number you gave when you set up your telemedicine visit. Please keep your phone nearby in case this is needed.

## Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

- To learn more about telemedicine at UW Medicine, visit our website: [www.uwmedicine.org/virtual-care](http://www.uwmedicine.org/virtual-care)
- If you need help setting up Zoom, call our service desk at **206.520.5100.**