

## Your Telehealth Visit at SCCA

### Contents

Click on the links below to jump to that section of the guide

<a href="#">What is Telehealth?</a> .....	1
<a href="#">About Zoom</a> .....	1
<a href="#">About MyChart</a> .....	1
<a href="#">Privacy &amp; Safety</a> .....	2
<a href="#">Have Questions or Need Help?</a> .....	2
<a href="#">How to Prepare for your Telehealth Visit</a> .....	2
<a href="#">Using a Smartphone or Tablet for your Visit</a> .....	3
<a href="#">Using a Computer for your Visit</a> .....	9

### What is telehealth? [back to top](#)

Telehealth is a way to interact with your physician or other healthcare provider through a videoconference service called Zoom. These virtual visits do not require you to come to the clinic to see your provider and can be completed from your home or office. This handout explains how to use Zoom to join your telehealth appointment.

### About Zoom [back to top](#)

SCCA uses the Zoom videoconferencing application (app) for telehealth appointments. Zoom for Healthcare is HIPAA compliant and protects your privacy. Zoom is free to use. You do not need to create an account to use Zoom.

### About MyChart [back to top](#)

MyChart is a patient portal that integrates with SCCA’s Electronic Health Record system, Epic. Patients can access the application both online and on mobile devices. MyChart is also used by UW Medicine. MyChart enables patients to access their records, view results, pay bills, message care teams, view appointments and launch their telehealth visits directly from the portal. It is free to use. MyChart does require account activation. More details are available at [www.seattlecca.org/mychart](http://www.seattlecca.org/mychart). MyChart is not required for a telehealth visit at SCCA. However, it does make the process easier.

## Your safety and privacy [back to top](#)

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.

## Questions? [back to top](#)

This guide answers many common questions about getting connected to your telehealth visit at SCCA. If you have questions about MyChart, need help setting up Zoom or getting into your appointment, please call our 24/7 **MyChart Help Desk: (206) 520-5151**. To learn more about Telehealth at SCCA, please visit our website at <https://www.seattlecca.org/patients/telehealth>.

## How to prepare for your telehealth visit [back to top](#)

Before your first telehealth visit at SCCA, you need to set up Zoom on your device.

### What you need

- A computer, tablet, or smart phone with a front-facing camera so your provider can see you during the visit
- An internet connection
  - If you want to check your internet connection, visit <https://zoom.us/test> to join a test meeting.
  - For more details regarding system requirements and devices, [click here](#).

SCCA Telehealth has created a complete checklist for a successful video visit. You can find that checklist [here](#) or on our website at [www.seattlecca.org/patients/telehealth](http://www.seattlecca.org/patients/telehealth)

**Language interpreters are available for your telehealth visit at SCCA.  
Just ask your scheduler!**

## Using a smartphone or tablet for your visit [back to top](#)

### Before your first visit

Download the Zoom Cloud Meeting app from the Apple App Store or Google Play store. Keep the app updated to ensure usability and security.

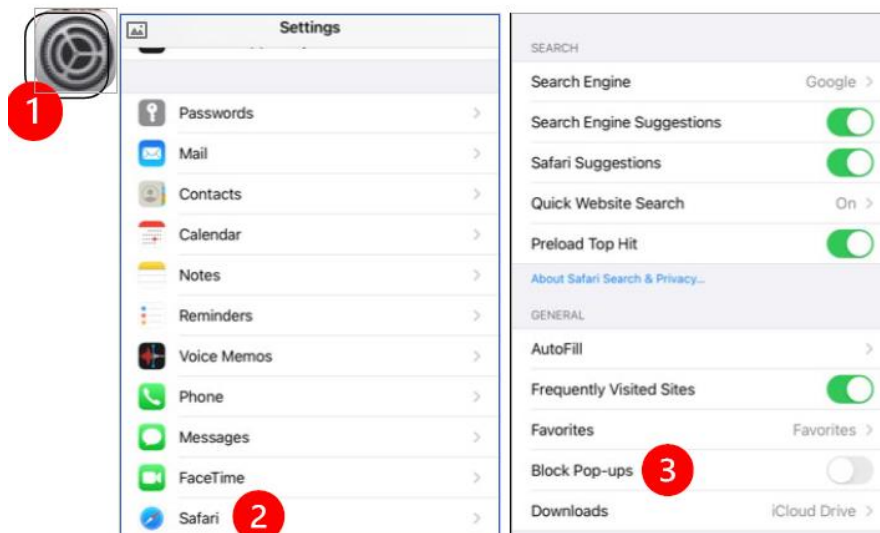


### How to prepare for your visit

- Make sure your device is charged or plugged in.
- Try to conduct the visit from a quiet, private space with good lighting. Using headphones can help increase audio quality and ensure privacy.
- Adjust your pop-up blocker settings for [iPhone/iPad](#) or [Android](#)

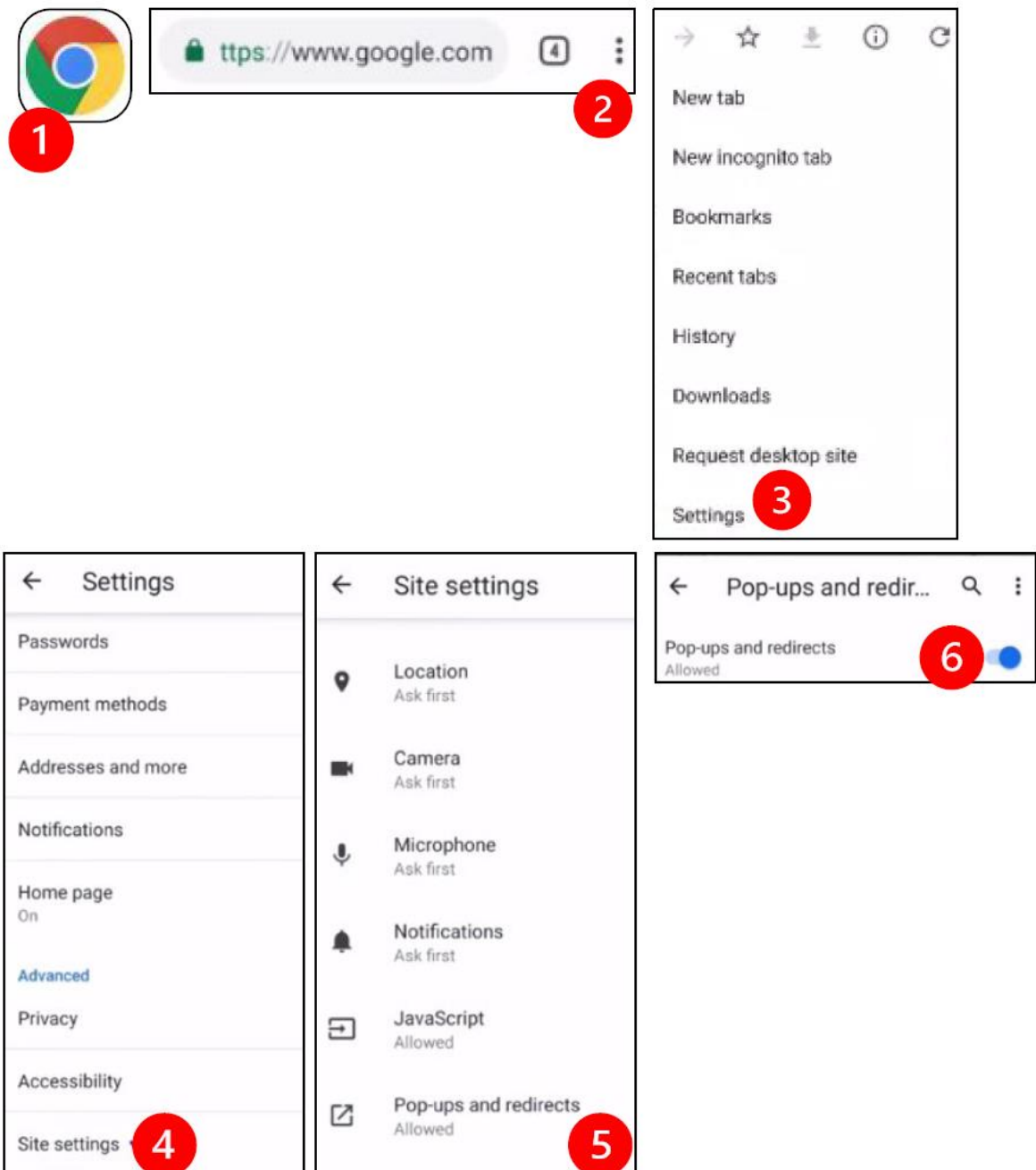
For iOS devices, disable pop-up blockers by following these steps:

1. Click on “Settings”
2. Scroll to select “Safari”
3. Turn off “Block Pop-ups”



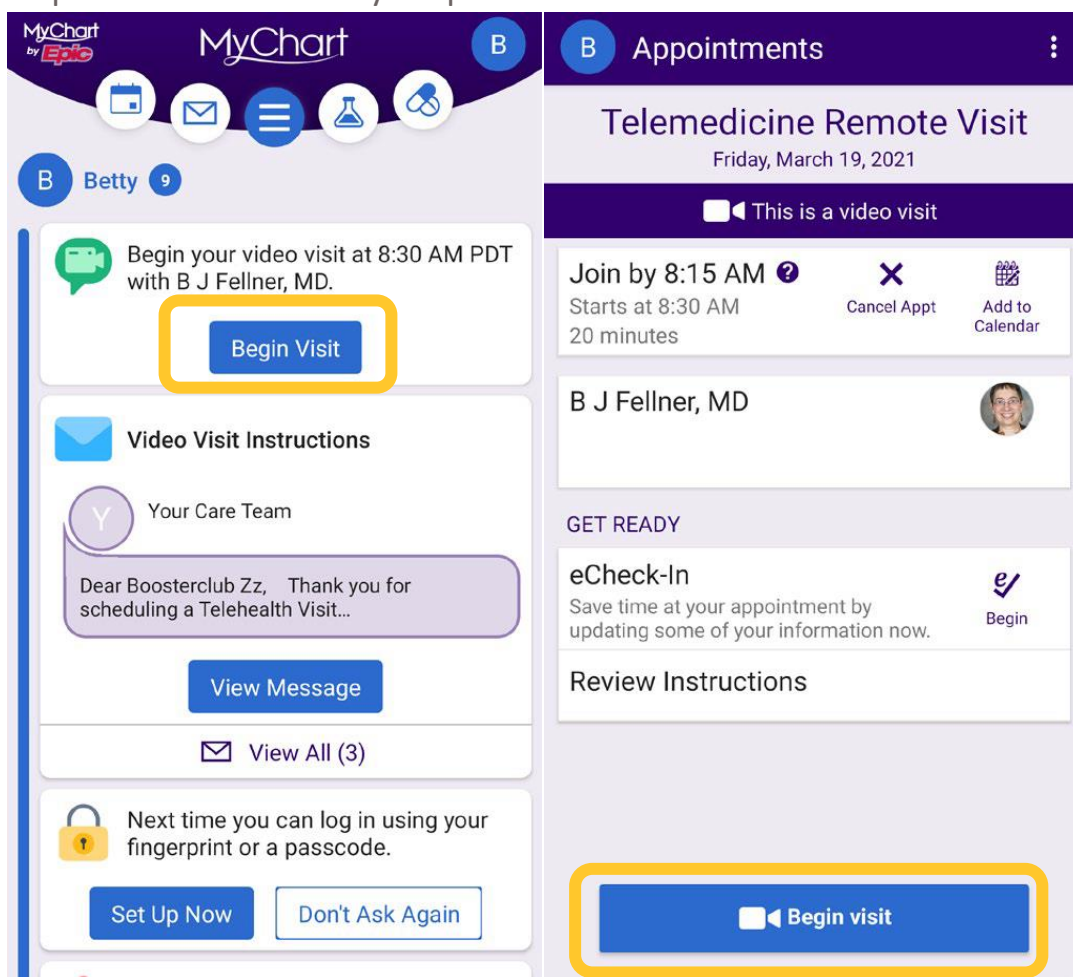
For Android devices, disable pop-up blockers by following these steps:

1. Click on “Chrome”
2. Tap 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”



## Starting from the MyChart app (phone/tablet + MyChart) [back to top](#)

1. Launch the MyChart app and log in. Upgrade the MyChart app, if prompted.
2. Select the option to “Begin your video visit”
3. Select “Begin Visit.” This will start Zoom directly.
4. Zoom will ask for your name – please enter your first and last name
5. You will likely be placed in the providers Virtual Waiting Room while your provider gets ready to join the visit. It may take a few minutes for the provider to join. Please stay online. The provider may be attending to other patients. Thanks for your patience!



The “Begin Visit” buttons will be visible 60 minutes before the scheduled visit and for several hours afterward. If you have trouble with MyChart login or technical issues, contact the MyChart helpdesk at (206) 520-5151.

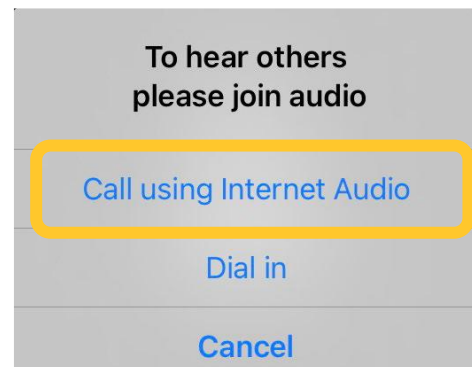
## Starting your visit from a link (phone/tablet, No MyChart) [back to top](#)

1. If you do not have MyChart, we will email you a personalized link. The link is specific to your appointment, so ensure you confirm the date/time in the body of the email.
2. Follow the link to get to the Zoom website. If prompted, use the Zoom Cloud app to open the appointment link.
3. Zoom will ask for your name – please enter your first and last name
4. You will likely be placed in the providers Virtual Waiting Room while your provider gets ready to join the visit. It may take a few minutes for the provider to join. Please stay online. The provider may be attending to other patients. Thanks for your patience!

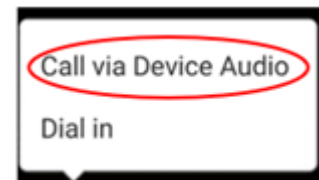
## Connecting to Zoom Audio & Video for your visit (phone/tablet)

- When your provider joins the meeting, you may be prompted to connect to audio.

- On iPhone/iOS devices, choose “Call using Internet Audio”



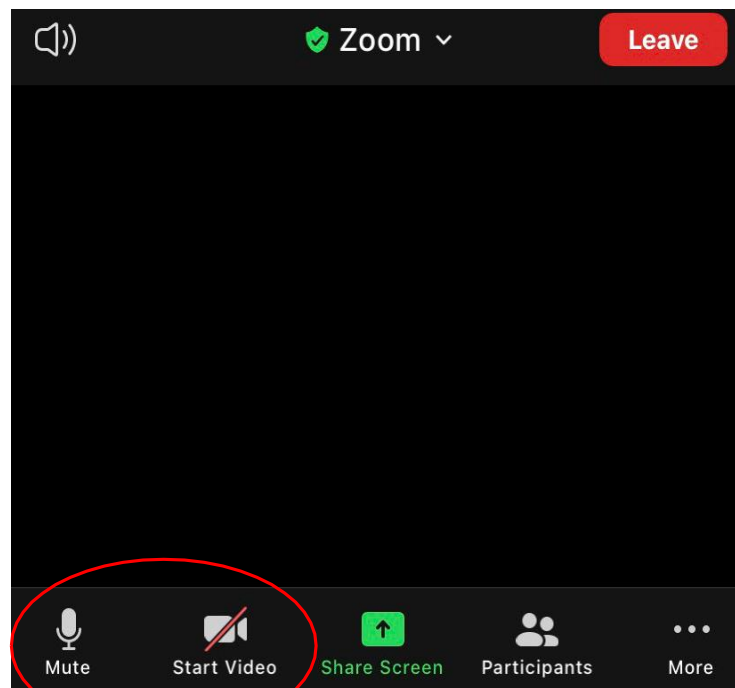
- On Android devices, choose “Call via Device Audio”



On either Android or iOS devices, Zoom has a “dial in” option. If you choose this option, a list of phone numbers will appear. Choose any of them and your smartphone or tablet will enter the meeting and participant ID for you. Using phone audio may be useful if you have lower internet bandwidth.

## Audio/video not working? (phone/tablet) [back to top](#)

- 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.
- If your provider has trouble seeing or hearing you, they might call you at the number that is on file or 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.



**Congrats, you are now ready to start your visit with an SCCA provider!**

**If you have trouble with MyChart login or technical issues, you should contact the MyChart Helpdesk at (206) 520-5151.**

## Using a computer for your visit (using MyChart) [back to top](#)

NOTE: If you do not have MyChart, skip to [Using a computer for your visit \(not using MyChart\)](#) section of this guide.

### Before your first visit...

#### 1. Download Zoom

Go to [zoom.us/download](https://zoom.us/download) and click on the “Download” button under “Zoom Client for Meetings”

### Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.



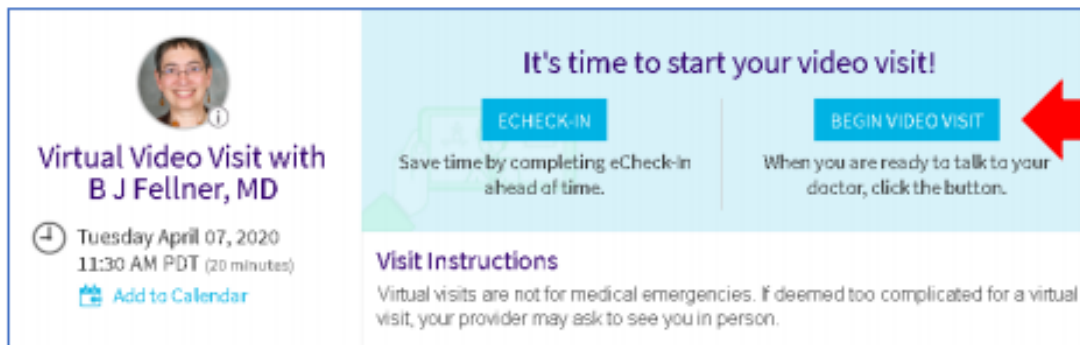
[Download 64-bit Client](#)   [Download ARM Client](#)

### Preparing for your visit...

- Make sure your device is fully charged or plugged in.
- Try to conduct the visit from a quiet, private space with good lighting. Using headphones can help increase audio quality and ensure privacy.

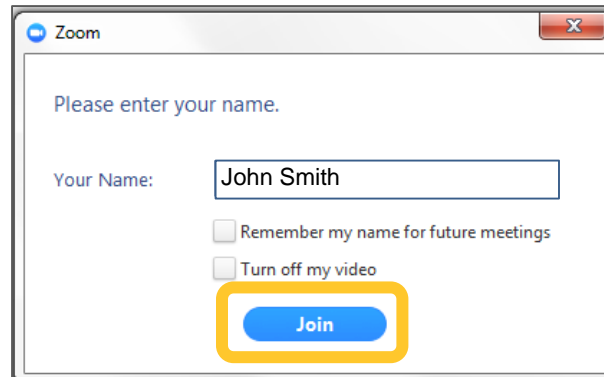
## Starting your visit with MyChart (computer) [back to top](#)

- Go to [mychart.uwmedicine.org](https://mychart.uwmedicine.org) and log in to your MyChart
- Select the option to “Begin your video visit”
- Select “Begin Visit.” This will start Zoom directly.

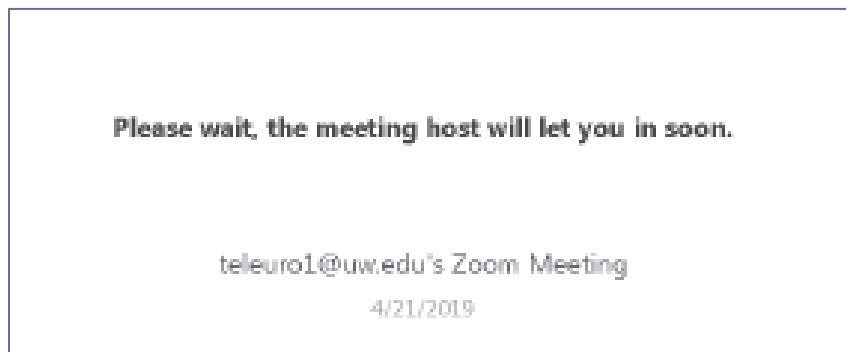




- Zoom will ask for your name – please enter your first and last name

A screenshot of a Zoom window titled "Zoom" with a close button in the top right corner. The window contains the text "Please enter your name." followed by a label "Your Name:" and a text input field containing "John Smith". Below the input field are two unchecked checkboxes: "Remember my name for future meetings" and "Turn off my video". At the bottom of the window is a blue "Join" button, which is highlighted with a yellow rounded rectangle.

- You will likely be placed in the providers Virtual Waiting Room while your provider gets ready to join the visit. The waiting room will look something like the examples below.

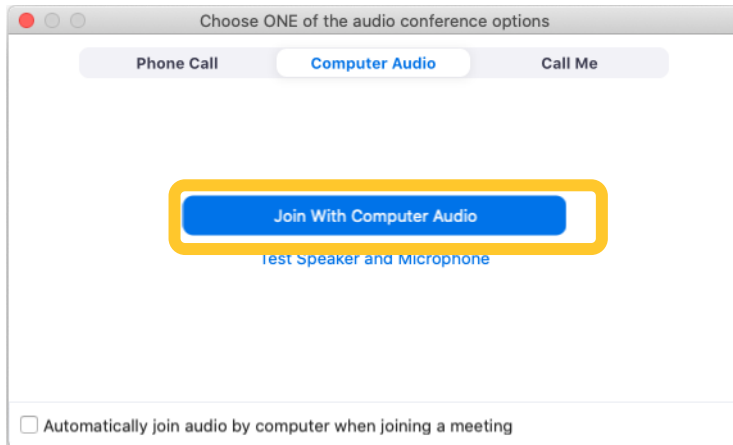


Seeing this message means you are in the right place. It may take a few minutes for the provider to join. Please stay online. The provider may be attending to other patients. Thanks for your patience!

**If you have trouble with MyChart login or technical issues, you should contact the MyChart Helpdesk at (206) 520-5151.**

## Connecting to Zoom Audio/Video for your visit (computer) [back to top](#)

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.



## Audio/Video not working? (computer) [back to top](#)

- 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.
- 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 or is on file with SCCA. If you are using a tablet, please keep your phone nearby in case this is needed.



**Congrats, you are now ready to start your visit with an SCCA provider!**

## Zoom Troubleshooting Links

[Testing computer or device audio – Zoom Help Center](#)

[System requirements for iOS and Android](#)

[System requirements for Windows, Mac and Linux](#)

[How do I join a test meeting?](#)

[Getting started on Windows & Mac](#)

[Getting started on iOS](#)

[Getting started on Android](#)

[My camera isn't working](#)

[My audio isn't working on mobile](#)

[My audio has an echo](#)

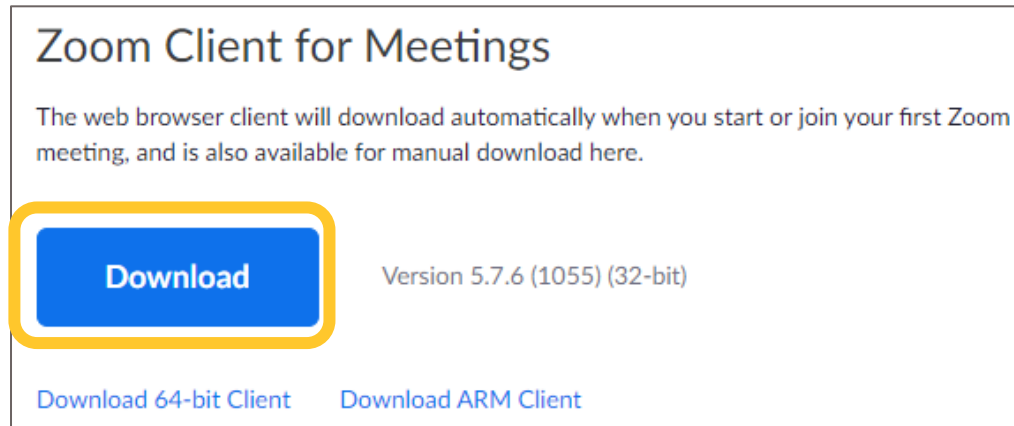
**If you have trouble with MyChart login or technical issues, you should contact the MyChart Helpdesk at (206) 520-5151.**

## Using a computer for your visit (not using MyChart) [back to top](#)

### Before your first visit...

#### 1. Download Zoom

Go to [zoom.us/download](https://zoom.us/download) and click on the “Download” button under “Zoom Client for Meetings”



### Preparing for your visit...

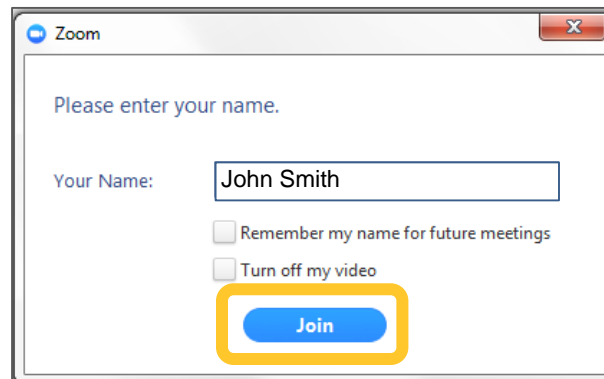
- Make sure your device is fully charged or plugged in.
- Try to conduct the visit from a quiet, private space with good lighting. Using headphones can help increase audio quality and ensure privacy.

### Starting your visit

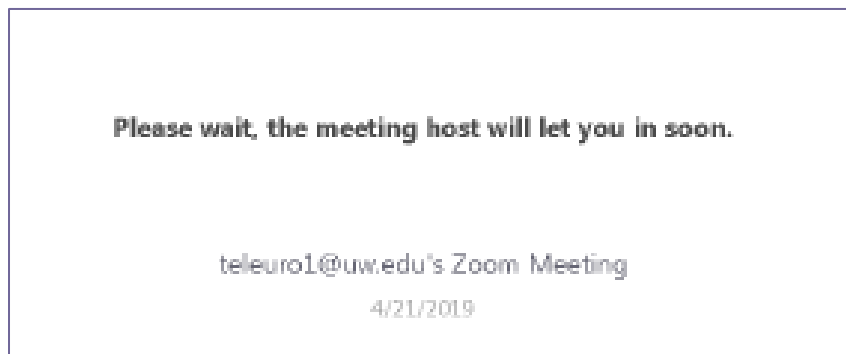
1. At the time you scheduled your visit, you should reference the email from your scheduler with a unique link for your visit. This link is specific to your appointment and looks like this...

[https://applications.zoom.us/telehealth?org\\_id=ni00xEC\\_ROadQrKxobmSaQ&data=Dn8Eif%2ByxHMPCYyYdWZYEaqPyZX33n1WvopcWZ4L91qSt7qPDYiekT8oXq02d4bCOwVVeRh0VHvVnybnCUAubr2%2F7ghEQDI%2B8eBF%2FT8I54%3Dd45](https://applications.zoom.us/telehealth?org_id=ni00xEC_ROadQrKxobmSaQ&data=Dn8Eif%2ByxHMPCYyYdWZYEaqPyZX33n1WvopcWZ4L91qSt7qPDYiekT8oXq02d4bCOwVVeRh0VHvVnybnCUAubr2%2F7ghEQDI%2B8eBF%2FT8I54%3Dd45)

2. Click the link or copy/paste this link into your web browser
3. Zoom will launch and will ask for your name – please enter your first and last name



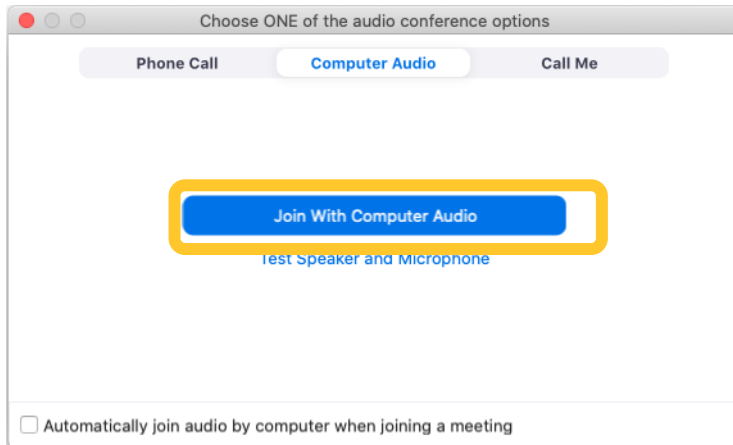
4. You will likely be placed in the providers Virtual Waiting Room while your provider gets ready to join the visit. The waiting room will look something like the examples below.



Seeing this message means you are in the right place. It may take a few minutes for the provider to join. Please stay online. The provider may be attending to other patients. Thanks for your patience!

## Connecting to Zoom audio/video for your visit (computer) [back to top](#)

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.



## Audio/video not working? (computer) [back to top](#)

- 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.
- 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 or is on file with SCCA. If you are using a tablet, please keep your phone nearby in case this is needed.



**Congrats, you are now ready to start your visit with an SCCA provider!**

## Zoom Troubleshooting Links

[Testing computer or device audio – Zoom Help Center](#)

[System requirements for iOS and Android](#)

[System requirements for Windows, Mac and Linux](#)

[How do I join a test meeting?](#)

[Getting started on Windows & Mac](#)

[Getting started on iOS](#)

[Getting started on Android](#)

[My camera isn't working](#)

[My audio isn't working on mobile](#)

[My audio has an echo](#)