We want to make sure your experience is a positive one, so please read the information in this guide before your appointment.

**What is a Virtual Visit?**
A Virtual Visit is a medical appointment with your health care provider conducted on an audio and video call. The Virtual Visit experience is similar to a Skype or Facetime call. MercyOne uses a videoconferencing software called Zoom. Zoom was NOT designed specifically for health care interactions.

**What type of equipment do I need for the Virtual Visit?**
- A current email address.
- Access to the internet, either via broadband or a 4G/LTE cell phone network sufficient for streaming audio and video calls.
- A smartphone or tablet. You will be directed to download an app to your smartphone or tablet to make the video connection.

**What happens during a Virtual Visit?**
Click on the link provided in the appointment invitation, sent to the email you provided and you will enter the health care provider’s Virtual Waiting Room, where you can test your audio and video quality before your appointment starts. Once your health care provider joins the appointment, you and your provider will hear and see each other via the software and the video screen, and your provider will conduct your appointment. Please see the next page for step-by-step instructions.

**Are you recording my appointment?**
No. Appointment recordings and photographs are prohibited.

**Can my health care provider prescribe medications during my Virtual Visit?**
Yes, your provider may prescribe medications, if deemed appropriate for your care.

**Are Virtual Visits covered by insurance?**
Effective January 2019, the State of Iowa requires all private insurers to cover health care services delivered via telehealth to the same extent that those services are covered in-person. Medicare and Medicaid will also cover some telehealth services. To determine your financial responsibility, please contact your health care insurer directly.
AT LEAST ONE WEEK BEFORE YOUR APPOINTMENT

1. System Requirements

   You can connect to your MercyOne Virtual Appointment via a smartphone or tablet.
   
   NOTE: 4G/LTE cellular network service or broadband Internet speed (1.2Mbps up/down) is required to be able to participate in your Virtual Visit. You can test the network speed by visiting speedtest.net. If you cannot access the Internet with 4G/LTE cellular network service or broadband, please contact the clinic to schedule an in-person appointment. Patients are responsible for any costs associated with Internet connection.

   **Apple iPhone (iOS)**
   - iOS 7.0 or later
   - iPhone 4 or later
   - iPad 2 or larger

   **Google Android**
   - Android 4.0x or later

   * For more information about System Requirements, please visit the Zoom Support page: https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-and-Android

   While not required, a stand for your tablet or smartphone can help stabilize the video feed during your appointment.

2. Download the “Zoom Cloud Meetings” app from the Apple App Store or Google Play Store

   You do not have to create an account to use Zoom. Once the Zoom app is downloaded, you can test or preview the Zoom experience by clicking this link and following the instructions: https://zoom.us/test

3. Find and Accept the MercyOne Virtual Visit invitation in your email inbox

   Find the Virtual Visit Invitation in your email inbox and open the email.
   
   Tap “Yes” to accept the Virtual Visit.
AT LEAST 15 MINUTES BEFORE YOUR APPOINTMENT

1. Search for your Virtual Visit Invitation in your email inbox. Open the email and click the blue link under, “Join Zoom Meeting.”

2. A new window will open. Click Open when you see, “Open this page in “Zoom?”

3. Steps 3a, 3b and 3c (below) may appear on your screen, depending on your phone’s system software.
   3a. A new window will open. Tap “OK” to “Zoom would like to access the microphone.”
   3b. A new window will open: “To hear others please join audio.” Tap “Call using Internet Audio.”
   3c. A new window will open: “Zoom would like to send you notifications.” Tap “Allow.”

NOTE: You will NOT have to repeat steps 3a, 3b, or 3c for any subsequent Virtual Visit.

4. A new window will open: Please enter your name when prompted and tap “Continue.”
4. You will arrive at the MercyOne Virtual Waiting Room. Please conduct a test of your audio and video by following the system prompts to ensure your Virtual Visit goes smoothly.

5. Once your health care provider admits you to your Virtual Visit, you will be able to see and hear each other.

If you are having problems hearing or seeing your health care provider, please use the messaging function within the Zoom app to communicate the problem to your provider. Refer to the next section (below) “Troubleshooting” for more information.

6. When you and your provider have completed your Virtual Appointment, tap “Leave Meeting” and follow the prompts.

If you have any questions, please contact the clinic that scheduled your Virtual Visit or simply respond to the Virtual Visit email invitation.
Virtual Visit Troubleshooting Guide

TIPS

• Conduct the appointment in a private space with ample lighting. Do not conduct the appointment near a window since the glare from a window can cause shadows.

• Connect a few minutes prior to your scheduled appointment to allow time to test your equipment.

• Reduce background noise so you and the provider may hear each other clearly.

• Speak in a normal voice.

• Prop your smartphone or tablet to steady the picture.

• If possible have your camera at eye level.

Audio Troubleshooting

I can see my health care provider, but I cannot hear her/him.

• Increase the volume on your phone until you can hear your provider.

I can see my health care provider, but he/she cannot hear me.

• Ensure the Zoom app has access to your phone’s microphone.

• Ensure that your phone is not on “mute.”

Video Troubleshooting

I can see my health care provider, but he/she cannot see me.

• Ensure the Zoom app has access to your device’s camera. Please see below.

If the sound icon says, “Off,” tap to turn “On.”

If the microphone (mic) or camera icons are red and have a line through them, tap the icons to unmute the mic and start video.

If you have any questions about your Virtual Visit, please contact your health care provider’s office.