

Elderplace Telehealth Visits via Zoom

Due to the presence of COVID-19 in the community and out of a desire to protect your health and well-being, we are offering Telehealth services. This means you will be connected to your Providence Elderplace team using phone or video technology with the Zoom app. Your Elderplace team will use this technology to evaluate your health and make recommendations for treatment based on these visits. Sessions will not be recorded and your personal health information will be protected. If you require an in person assessment based on this visit, your primary team will make the appropriate arrangements to bring you into clinic or to see you at home.

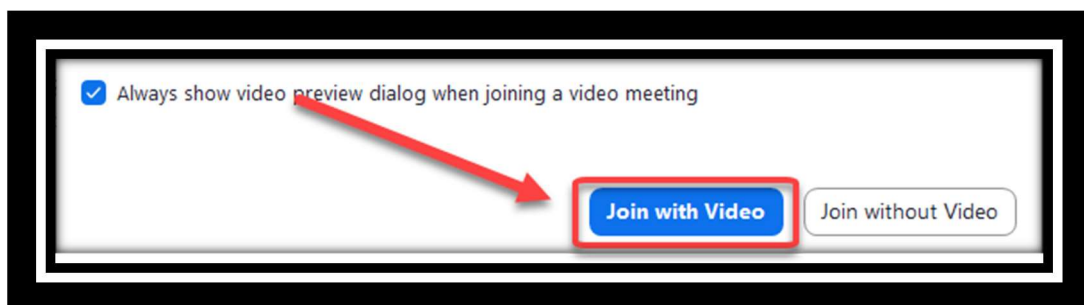
What to Expect on your Telehealth Visit:

1. Prior to your Telehealth visit, you will be contacted by your Elderplace clinician to:
 - a. Obtain a verbal consent from you or your surrogate decision maker.
 - b. Identify which technology would be most suitable for you to use for these visits.
 - c. Determine the assistance that you will need with these visits.
2. On the day of your visit, your ElderPlace clinician will confirm the appointment with you.
3. You will receive a link to join the virtual visit or meeting through email or text message.
4. Have your equipment (laptop, smartphone or tablet) ready five minutes before the meeting.

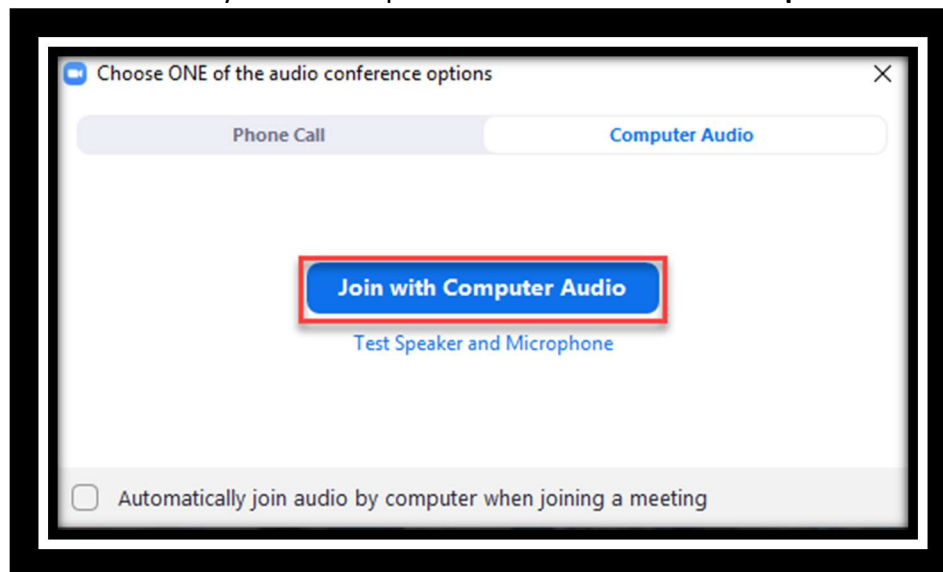
How to Join the Telehealth Visit:

Option 1: If joining via desktop or laptop computer with a working camera

1. Look for the email containing the meeting link.
2. At your appointment time, click on the hyperlink to begin your visit.
3. You will be asked to type in your name
4. On the next screen, choose **Join with Video**



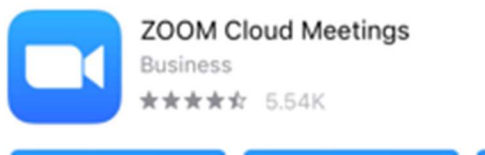
5. You will need to choose your audio option next. Click Join with **Computer Audio**:



6. You are now in the virtual meeting room with your ElderPlace clinician.
7. Once visit has ended, look to the Right Lower Corner and click "**Leave Meeting**"

Option 2: If joining via smartphone/tablet

1. Download Zoom Cloud meetings on your device:



2. Find the meeting link via email or text message
3. At your appointment time, click on the hyperlink to begin your visit.
4. This will take automatically open your Zoom application
5. On the Video preview, click **Join with Video**.
6. On the next screen for audio options, click **Call using Internet Audio**.
7. Make sure that your mic is not muted – look at the lower left corner of your screen.
8. You are now ready to begin your visit
9. Once the visit is done, click on the **Leave** icon on the upper right corner of your screen.