Telehealth Instructions for Smartphone and Tablet Users

This guide explains how to join a telehealth video visit using a smartphone or tablet.

If you prefer to watch step-by-step **video** instructions by University of Washington Medicine, click here or scan the QR code.

QR code

Contents

What is telehealth?

Telehealth is a type of appointment where you meet with your provider virtually using a computer, smartphone, or tablet. The appointment takes place over a video call. At Fred Hutchinson Cancer Center, our providers use a HIPAA-compliant video service called Zoom. Zoom can be accessed through your email or MyChart account. MyChart is the website or app you can use to view medical records, visits, billing, and more.

What you need

You will need the following for your telehealth visit:

- A smartphone or tablet with a front-facing camera.

- The Zoom app.

- An internet connection. If you want to check your internet connection, visit zoom.us/test to join a test meeting.

How to get the Zoom app

If you do not already have the Zoom app, you will need to download it. Make sure you do this at least 20 minutes before your call. Zoom is free of charge. To download the app, follow the instructions below.

Device	Download instructions	Image of app
iPad or iPhone	Download the Zoom app from the Apple app store.	
Android phone or tablet	Download the Zoom app from Google Play.	

Questions?

If you need technical support or help with Zoom or MyChart, please call UW MyChart Support at (206) 520-5151.

How to use a smartphone or tablet for your telehealth visit

Step 1: Prepare for your visit

- If you haven't already, download and test Zoom at least 20 minutes before your visit.

- Make sure your device is plugged in or fully charged.

- Sit in a quiet place with good lighting.

- If you can, find a private place for your visit. If there are other people nearby, use headphones for privacy.

- If using the **MyChart app** for your visit, disable pop-up blockers.

  - To disable pop-up blockers on **iPhone** and **iPad**:

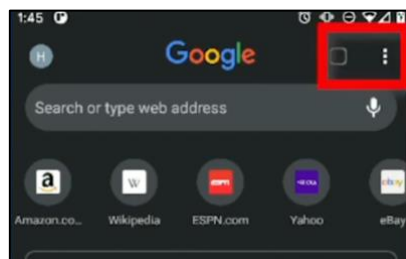   **1.** Tap "settings."   **2.** Tap the "Safari" app.   **3.** Turn off "Block Pop-ups." The slider should be gray.
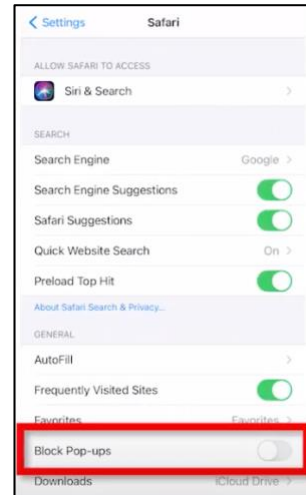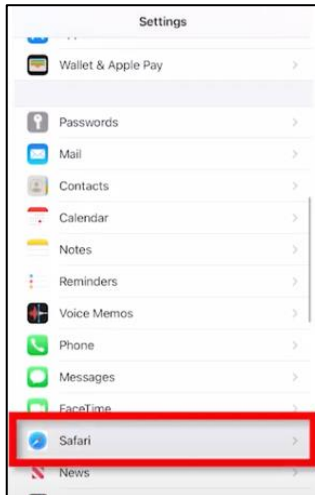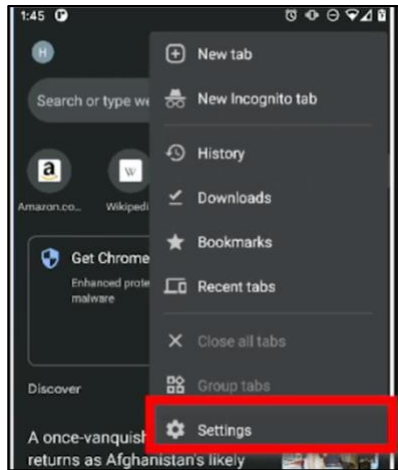

  - To disable pop-up blockers on **Android phones** and **tablets**:
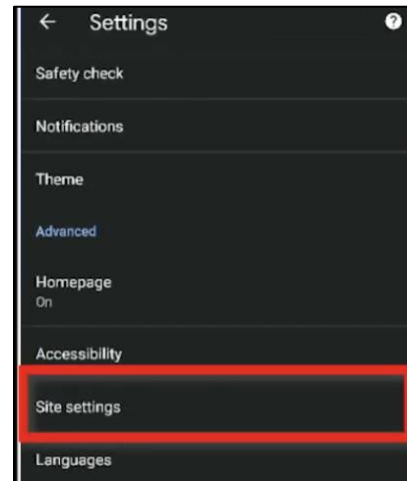
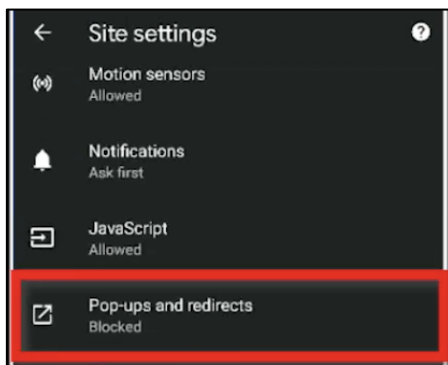   **1.** Open the "Chrome" app.   **2.** Tap "more," the three vertical dots at the top right.
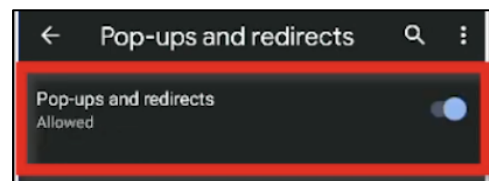
3. Tap "Settings."

4. Tap "Site settings."
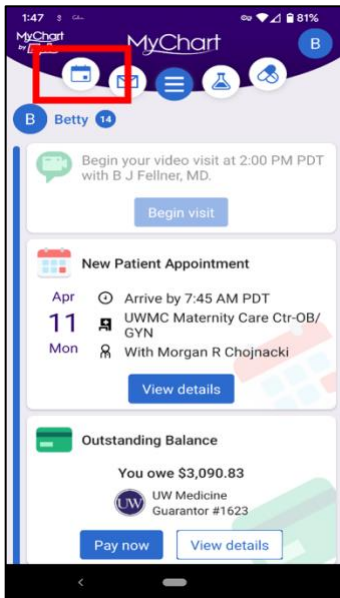

5. Tap "Pop-ups and redirects."

6. Allow pop-ups by tapping the slider next to "Pop-ups and redirect." The word "Allowed" should appear under "Pop-ups and redirects."
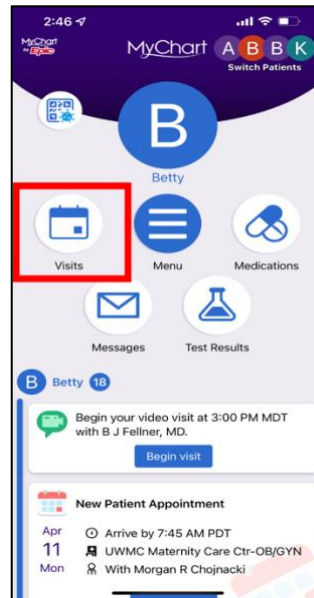
Step 2: Start Zoom

If using the MyChart app:

1. Go to the MyChart app and log in.
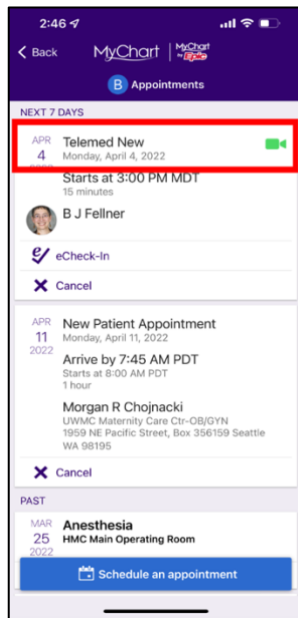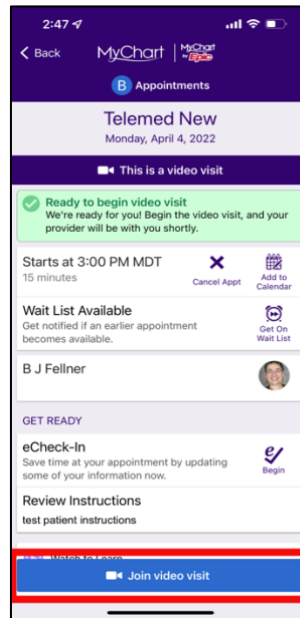
2. Tap the "visits" icon.

iPhone/iPad

Android phone/tablet

3. Tap the green camera icon.

4. Tap "Join video visit." This will start Zoom.

iPhone/iPad
Android phone/tablet

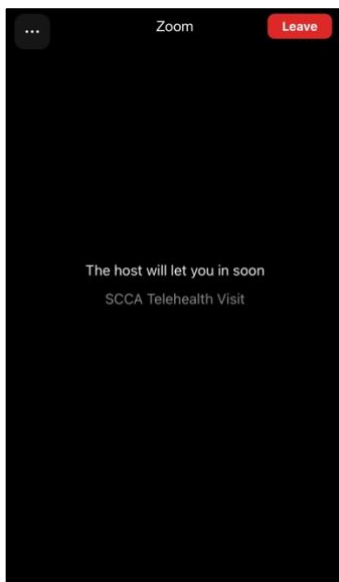
iPhone/iPad
Android phone/tablet

5. Zoom will ask for your name. Enter your first **and** last name.

If you do not have MyChart:

1. Find your visit reminder email or the email you received from your Fred Hutch scheduling team confirming your telehealth visit.

2. Click on the link in the email to join your visit. This will start Zoom.

3. If asked, choose to use the Zoom app to open the link.

4. Zoom will ask for your name. Enter your first **and** last name.

**For both MyChart and non-MyChart users**:

You might be placed in a "waiting room" until your provider joins the visit. The waiting room will look similar to the image below. It may take a few minutes for the provider to join. Please stay online. The provider may be attending to other visits and will get to your meeting as soon as they can.
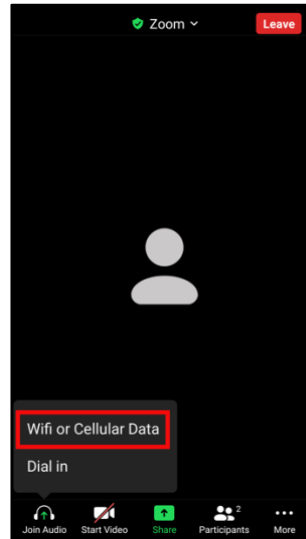
Step 3: Connect your audio

When your provider joins the visit, you will be asked to connect your audio.

- For best results, choose "Wifi or Cellular Data."
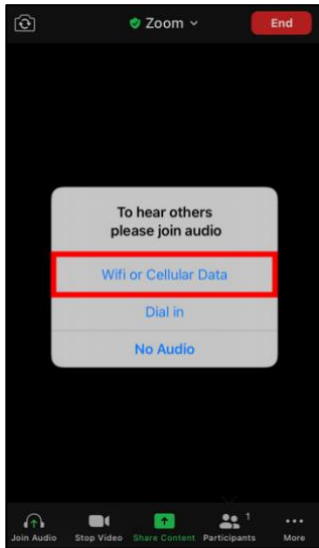

iPhone/iPad

Android phone/tablet

- 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 4: Turn on your camera and microphone

If your microphone, speakers, and video are not turned "on," you will not be able to speak, hear, or see your provider. To turn on your video and microphone, access the toolbar.

- You may need to tap your screen for the Zoom meeting control toolbar to appear.
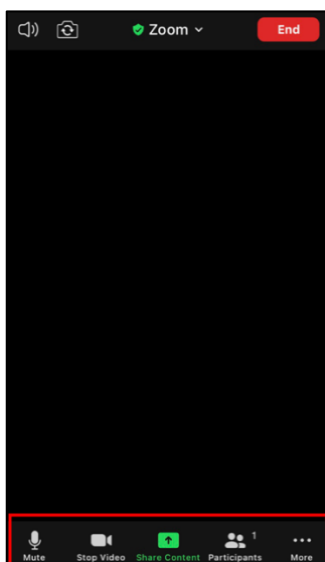
- If there is a red line through the microphone and/or camera icons on the toolbar, click the icons so the red line disappears. This will turn on your microphone and/or camera.
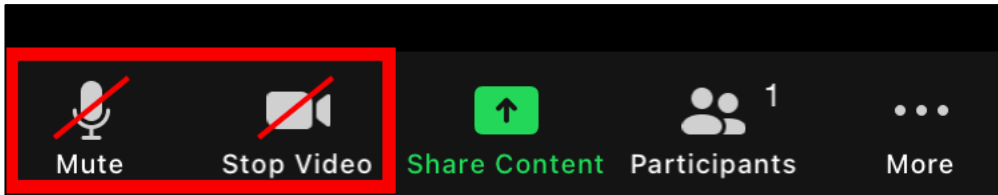
Step 5: Start your telehealth visit

You are now ready to start your telehealth visit. If your provider has trouble seeing or hearing you, they may call you at the phone number you provided. If you are using a tablet, please keep your phone nearby in case this is needed.

More information

For more information on telehealth visits, go to fredhutch.org/telehealth. If you need technical support or help with Zoom or MyChart, please call UW MyChart Support at (206) 520-5151.