

Telehealth Instructions for Computer Users

This guide explains how to join a telehealth video visit using a computer.

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



QR code

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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

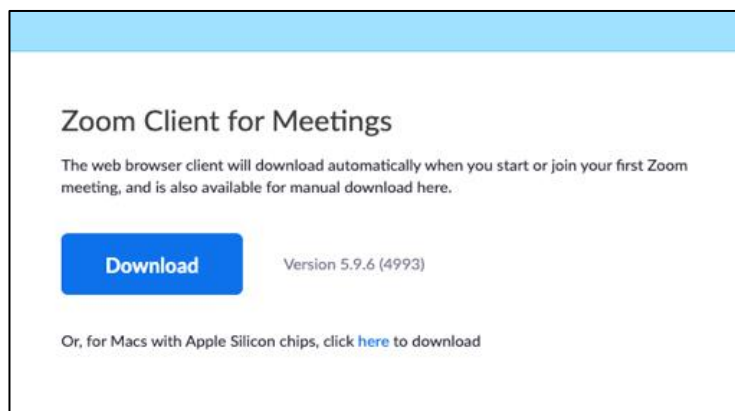
You will need the following for your telehealth visit:

- A computer with a front-facing camera.
- The Zoom software.
- 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 software

If you do not already have the Zoom software, 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 Zoom, go to zoom.us/download and click “download” under Zoom Client for Meetings. Choose to “allow” or “run” Zoom if asked.



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 computer 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 computer 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.

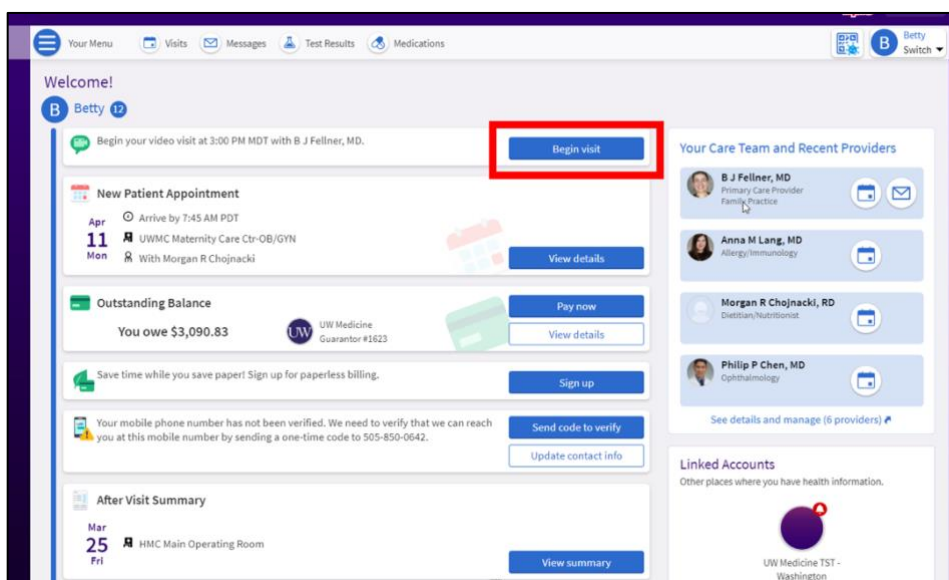
Step 2: Start Zoom

If you do not have MyChart:

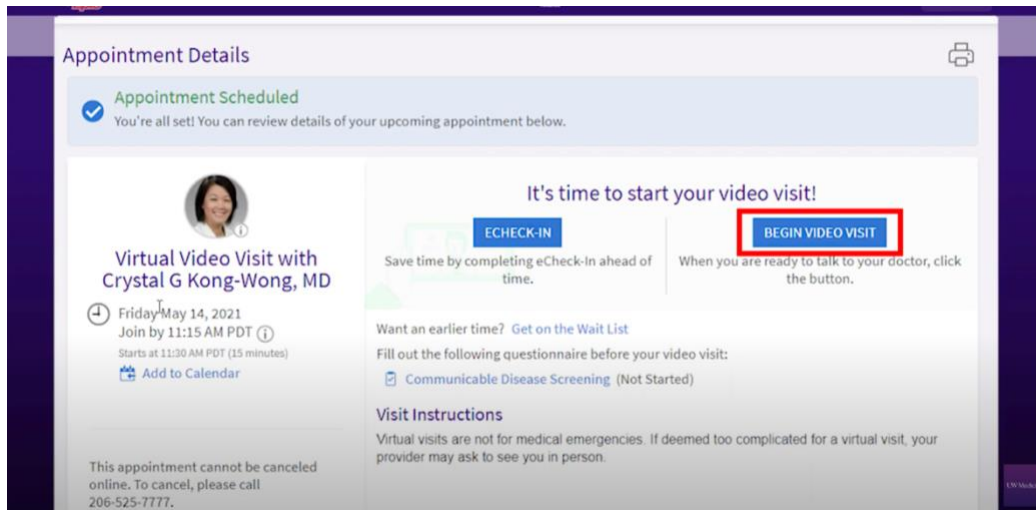
1. Find your visit reminder email or the email you received from your Fred Hutch scheduling team confirming your telehealth visit.
2. Click on the link in the email to join your visit. This will start Zoom.
3. Zoom will ask for your name. Enter your first **and** last name.

If using MyChart:

1. Go to mychart.uwmedicine.org.
2. Sign into MyChart.
3. Click the "Begin Visit" button.



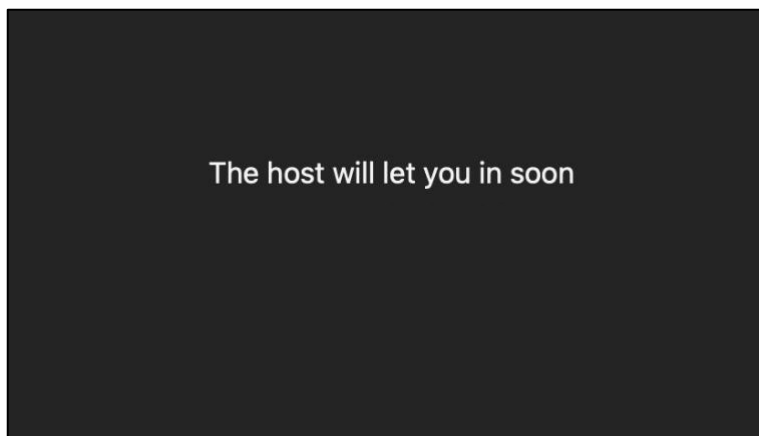
4. Click “Begin Video Visit.” This will start Zoom. If asked, allow your computer to run Zoom.



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

For both MyChart and non-MyChart users:

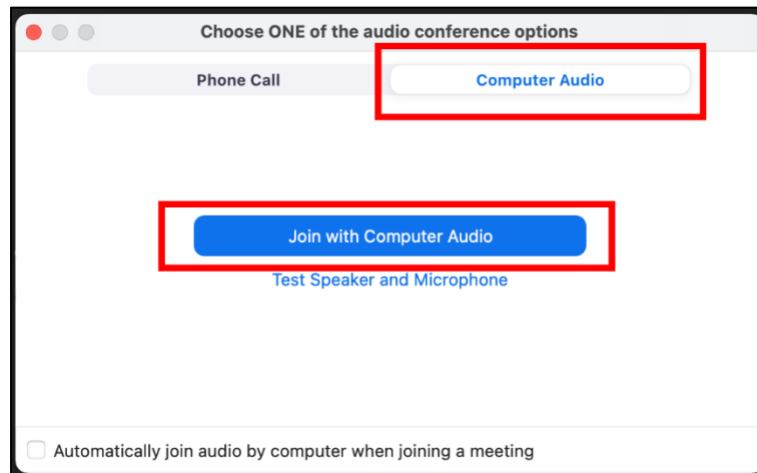
You might be placed in a “waiting room” until your provider joins the visit. The waiting room will look similar to the image below. It may take a few minutes for the provider to join. Please stay online. The provider may be attending to other visits and will get to your meeting as soon as they can.



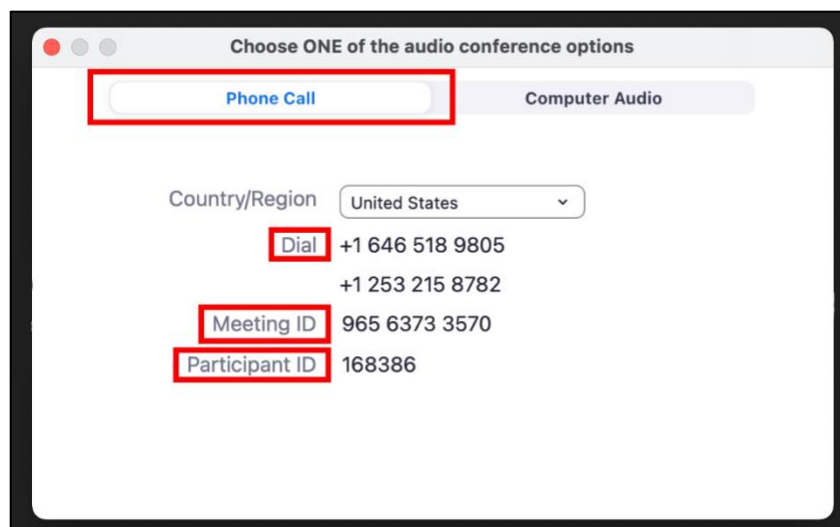
Step 3: Connect your audio

When your provider joins the visit, Zoom will ask you to connect your audio.

- For best results, use your computer microphone and speaker for audio. Choose “Computer Audio” and click “Join with Computer Audio.”



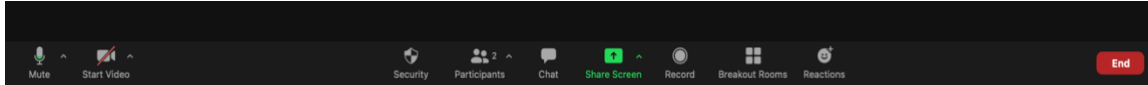
- If you are using your phone for audio, choose “Phone call,” and a list of numbers will appear.
 1. Pick any number from the “Dial” section to call using your phone.
 2. You will be asked to enter the meeting ID. Enter the number listed in the “Meeting ID” section, then press # (pound).
 3. You will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



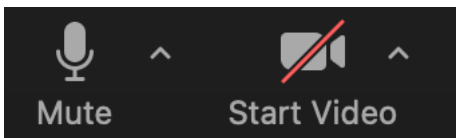
Step 4: Turn on your camera and microphone

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.

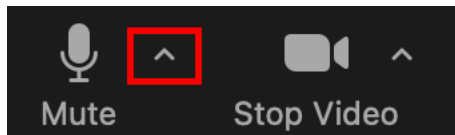
- You may need to click in the Zoom window for the toolbar to appear at the bottom of the screen.



- If there is a red line through the microphone and/or camera icons, click the icons so the red line disappears. This will turn on your microphone and/or camera.



- If your microphone or speakers are not working, click the tiny up arrow next to the mute icon on the toolbar. You will see a list of microphones and speakers. Select the microphone and speakers that you are using for your visit.



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. 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.