

# Seeing your Doctor with ZOOM



## 1. Book your virtual appointment

You book your virtual appointment the same way as an in-person visit. Your clinic will explain to you how virtual appointments work. Ask questions to understand the process, give your consent and provide contact information to receive an email with next steps.

## 2. Receive the invitation

Your clinic will email you an invitation with: date and time, ZOOM link, and instructions. Do not share the ZOOM link with anyone. No email? Check your spam/junk folder. Contact your clinic if you need help.

## 3. Prepare for your virtual visit

Before the first visit, select a well-lit private location with reliable internet. Test your video and audio. Use headphones for sound quality and privacy. Have the clinic phone number, your ID, and your pharmacy address ready. Have a friend or family member help troubleshoot or assist with self-exam.

## 4. Click the link to start

Open your invitation and click the meeting link. Start your video if asked. Choose to [Use Computer Audio](#) or [Phone Call](#). Write down the meeting ID, phone number, and password from the invitation in case you need to phone in.

## 5. Wait in the virtual waiting room

You will be in a waiting room until your doctor is ready to see you. Your doctor may be delayed while seeing other patients. Please use this time to test your settings by clicking [Test Computer Audio](#).

## 6. Start your visit

Your doctor will admit you to the meeting room when they are ready to start the virtual visit. Be sure to turn on your camera and unmute your microphone. Once you connect with your care provider, tell them the reason for your virtual visit.

Check [Frequently Asked Questions](#)

Need Support? Call Citizen Support Desk Toll-Free 1-844-442-4433

**Click here to watch short videos on how to prepare for your Zoom meeting**

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## HOW TO ACCESS ZOOM

### Already have a ZOOM Account?

Simply click the meeting link in the invitation sent by your clinic. Will your doctor know it's you? Check that your full name is in the ZOOM settings, or call the clinic with your ZOOM name.

### No ZOOM? Download App

Install ZOOM Meetings. On your computer, go to <https://zoom.us/download>. On mobile device, go to Apple Store (Mac) or Google Play Store (Android).

### No ZOOM? Run via the Internet

Copy and paste the meeting link into your web browser. Select 'Join from your browser' at the bottom of the screen. Enter your name to start the virtual visit. For optimal results, use Chrome.

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