Hello!  
  
Thank you for scheduling a CHOC Children’s telehealth appointment. Your child must be present during the visit. Here are the details:

**When**: **insert date and time  
With: Name of Dept. or Provider**.  
**Where**: **[PASTE VIDEO URL HERE OR PROVIDER’S PERSONAL MEETING ID]**

DISCLAIMER: Do not click this link after your appointment.

**Questions about this appointment:** Call **enter scheduling department phone number**. Do not reply to this email.

A telehealth appointment is held from the comfort of your home or preferred private location through a computer, tablet or smart phone. Visit [choc.org/telehealth](http://www.choc.org/telehealth) for more information, including a helpful video.

Your appointment is powered by a teleconferencing platform called Zoom. Further instructions follow:

**Before your appointment**

**Please plan 5-10 minutes prior to your scheduled time to prepare for your video visit.** First-time Zoom users should ensure access to Zoom before the appointment.

**iOS or Android mobile device users:** Visit your device’s app store and download the application ZOOM Cloud Meetings.

**Desktop computer users:** click your appointment link above and follow the instructions on opening Zoom or click *start from your browser*.

**Starting your appointment**

**Be seated with your child in a quiet and private, well-lit space and try to minimize distractions.** Do not drive during the visit.

* Accept “access your audio and camera” when prompted.
* Before selecting ‘Join’ rename the profile name to the **PATIENT’S NAME** to be identified by the provider in the virtual waiting room.

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| **Connecting your audio** | |
| Apple device: **CALL USING INTERNET AUDIO**  Android device: **CALL VIA DEVICE AUDIO** | Desktop computer: **JOIN WITH COMPUTER AUDIO** |
| **Audio Trouble:** If accessing audio via the internet is not possible, transfer to **DIAL IN**   1. Select **More** on the lower right of phone 2. Select **Disconnect Audio** 3. Select **Join** **Audio, Dial in,** select one of the toll-free numbers , select **Call** then **Dial** 4. The call will automatically connect you to the meeting audio. Click the pop-up message to return to the video session | **Audio Trouble:** Disconnect from computer audio transfer to **DIAL IN**   1. Click on the arrow 2. Select **Switch to Phone Audio** 3. With phone in hand, dial one of the toll-free numbers, when prompted enter the Meeting ID + # and the participant ID 4. Done |

Next, you will be directed to the provider’s virtual waiting room. The provider will admit you into the session when they are ready.

**During your appointment**

* You and patient must be attentive and visible for the duration of the appointment.
* Because the provider will be able to see you, ensure you and your child are wearing appropriate clothing.
* The doctor may ask you to help with the child’s exam by, for example, taking their temperature or showing a rash.
* If the video visit is uncomfortable, please share with your provider how we may improve to make this a pleasant experience for you.

**Questions/troubleshooting**

**Q: I am on a desktop computer and cannot download or run the Zoom application.**  
A: Join from your web browser. Insert the link URL on your browser address bar.

**Q: I got disconnected. What should I do?**A: Click the video link again to enter the waiting room and rejoin the session.

**Q: I need additional technical support.**  
A: See the guide sheet attached with this email or call Zoom at 1-888-799-9666.

**Q: Is Zoom safe and secure?**  
A: We understand you may have concerns about the safety of the Zoom platform. To protect the privacy of patients and families, CHOC maintains a HIPAA-compliant secure network and uses additional features to ensure telehealth visits are private and safe. The video session is not recorded or stored.

***Telehealth consent***

*Patient verbally consented to a telehealth encounter after patient was informed of visit limitations with the use of technology and technical failures that may interrupt or stop the video connection during the course of the encounter. Patient was informed of their right to withhold or withdraw their consent to the use of telehealth in the course of their care at any time.*

***Notice of privacy practices***

*The CHOC Children’s Health System is committed to respecting patient privacy and protecting patient health information. This* [*notice*](https://www.choc.org/files/CHOC_NPP_English2.pdf) *describes how medical information about you may be used and disclosed and how you can get access to this information. If you do not understand the terms of this Notice, or have any questions, please contact the Privacy Officer at the telephone number listed at the bottom of the notice.*