

Attending a Virtual Appointment

WebPT Virtual Visits allows you to attend your appointments online with HIPAA-compliant video and audio. **Note:** Some patients have reported issues joining their visit from an iPad due to compatibility issues with the Zoom app. If you have trouble joining your appointment, please try another device.

In this article, we'll cover:

- 1. Join from your computer
- 2. Join from your iPhone
- 3. Join from your Android Device
- 4. Zoom Tips

Joining the visit from your computer

Use your computer to join your virtual visit.

1. When it's time for your appointment, click the **Start My Visit** button in the email you received. We recommend refreshing your email to ensure you receive the notification.

Having trouble locating the email? Search support@webpt.com in your email search bar.

It's Time for Your Virtual Visit at Demo Physical Therapy! 🍗 🔤		÷	Ø
WebPT Support <support@webpt.com> to me =</support@webpt.com>	☆	*	:
WebPT [*]			
Hi there!			
Your therapist has started your scheduled visit at Demo Physical Therapy.			
To join, click the Start My Visit button below.			
Demo Physical Therapy is facilitating your virtual visit using a secure instance of Zoom for Healthcare. If you do not have the Zoom application on your device already, it should automatically download once you click Start My Visit. If that doesn't occur, click here to manually install it.			
Start My Visit			
To ensure the best experience, we recommend you:			
 Free up Internet bandwidth by closing as many web programs or applications as you can. 			
 Make sure you're in a well lit and quiet room. It can be hard for us to see or hear you if there's a bright light directly behind you or lots of noise in the background. 			
 Test your speaker and microphone before you begin. (There's an option for you to do this upon opening your virtual visit.) An external option like wired or wireless earbuds works well if your computer audio seems too quiet. 			
We look forward to seeing you soon!			



2. If you already have Zoom installed, click **Open Zoom Meetings** to start the appointment.



3. If you do not have Zoom installed, click **download & run Zoom.**



4. Click on the downloaded file. The location of your downloads is dependent on the browser you're using. In Chrome, they appear in the bottom left corner.



5. The Zoom client installation window appears, updating you on the progress.



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6. To ensure your security, you will be automatically placed in a virtual waiting room until your therapist has arrived.

Please wait, the meeting host will let you in soon.
Virtual Visit
4/13/2020
Test Computer Audio

7. Once your therapist has arrived, the following on-screen instructions to select your preferred audio method will display. Choose your preferred audio method and the virtual visit will begin.





Join the visit from your iPhone

1. From the Apple App Store, locate the **Zoom Cloud Meetings** app and download the app to your device.



2. Tap the **Start My Visit** button from the email you've received. **Tip:** Search for emails from <u>support@webpt.com</u> if you're having trouble locating the email.



3. When you tap the **Start My Visit** button, it will open your default browser before opening the Zoom application.





4. Once the Zoom application launches, it will prompt you to type in your name. Enter your name and tap the **Continue** button.

Start	a Meeting
Start or join a vic	leo meeting on the go
Please er	nter your name
Jill Avery	
Cancel	Continue

5. Zoom will then ask if you'd like to allow Zoom access to your camera for the virtual visit. Tap the **Ok** button. Otherwise, you won't be able to use video.



6. Once you have allowed Zoom access to your camera, tap the Join with Video button.



7. At this point, Zoom will ask for access to your microphone. Tap the **Ok** button.





8. Then, Zoom will ask for permission to send you notifications. Select the option you prefer.



9. After selecting all of the Zoom application preferences, you will be placed in the virtual waiting room until your therapist has arrived.



Once your therapist has arrived, you will need to select the audio option you want to use. This
can be through the device itself (Call Using Internet Audio) or by calling through a direct phone
connection (Dial in). After you've selected the audio option you would prefer, the virtual visit will
begin.





Join the visit from your Android device

1. Press Start My Visit button from the email you've received.



 When you press the Start My Visit button, it will open a screen in your default browser (ideally Google Chrome). On this page, click the Join Meeting button if Zoom is already on your device. If you have not yet downloaded Zoom, click the Download from Google Play button and follow the prompts for installation.

← ■ Join Meeting - Zo zoom.us	noc		:
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zoom	JOIN	HOST	≡
If the Zoom app is installed Meeting."	please cli	ck "Join	_
Join Mee	eting		
First time using Zoom on th download the Zoom app fro store or directly from "Dow below.	is device? om the Go nload from	Please ogle Play n Zoom''	
Enter ID: 97221624281 aft Zoom app.	er you inst	all the	
Download from	Google Pla	ау	
Download fro	om Zoom		



3. After selecting **Join Meeting**, you will see the following screen as you wait for your provider to start your visit.



4. Once the Zoom application is open, it will prompt you to type in your name. Enter your name and tap the **OK** button.

Please enter your name				
Alex				
Cancel	ОК			

5. Zoom will then ask if you'd like to allow Zoom access to device functions for the virtual visit. Tap the **Got it** button to continue.

ľ	Please allow Zoom access permission. For the best meeting experience, Zoom may ask to access to your microphone, camera, and storage.
ŀ	Got it
	Always show video preview dialog when joining a video meeting
	Join with Video



6. Your device will then ask if you'd like to allow Zoom access to your camera and microphone for the virtual visit. Choose **Allow**.

Allow Zoom to take pictures and record video?
Deny

7. Once you have allowed Zoom access to your camera, you will see a video preview page. You can toggle the ability to see the video preview before a meeting by tapping the switch. Then tap the **Join with Video** button.



8. After selecting your Zoom application preferences, you will be placed in the virtual waiting room until your therapist has arrived.



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Once your therapist has arrived, you will need to select the audio option you want to use. This
can be through the device itself (Call via Device Audio) or by calling through a direct phone
connection (Dial in). After you've selected the audio option you would prefer, the virtual visit will
begin.



Zoom Tips

How can I improve video quality?

- 1. Restart your computer before your visit.
- 2. Position your computer close to your wifi router or use a cabled connection.
- 3. Limit the number of browser windows and open tabs.
- 4. Ensure no high-intensity programs are using bandwidth during your call (think streaming services like YouTube, Netflix, etc.).

How do I get rid of an echo?

- 1. Use headphones.
- 2. Reduce the volume of speakers.
- 3. Move the microphone away from the speakers.

Zoom Troubleshooting

- <u>Test Zoom</u> on your device before joining your appointment. **Note:** Some patients have reported issues joining their visit from an iPad due to compatibility issues with the Zoom app. If you have trouble joining your appointment, please try another device.
- For a complete breakdown of the meeting controls, <u>click here</u>.
- If you do not have the Zoom application on your device already, take some time to install it now.
- For video instructions on joining a meeting and establishing audio defaults, <u>click here</u>.
- <u>My Audio is Not Working on iOS or Android</u>



Zoom Security Information

You may have heard about instances of people entering into a video session uninvited, like in <u>this FBI</u> <u>warning article</u>. Instances of this occurring appear to be from Zoom or the free version of Zoom (whereas we are using the <u>Zoom for Healthcare</u> product). Like it's stated in the article, using the included security features could have prevented uninvited guests from showing up in a meeting, such as adding a password. Zoom for Healthcare uses additional securities features and meets HIPAA and PIPEDA/PHIPA compliance with 256-bit AES encryption. The security features are embedded within Virtual Visits making it easy for you and your therapist to enter the virtual room—not uninvited guests.