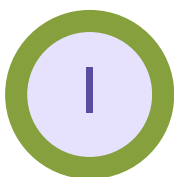


VIDEO VISITS: CONNECTING CARE AND CONVENIENCE



Your Mental Health Matters, Wherever You Are!

Step-by-Step Guide to Join Your Video Visit.



Check Your Equipment

Device: Use a smartphone, tablet, or computer with a camera and microphone.

Internet: Please ensure you have a stable Internet connection.

Zoom App: Download Zoom from your app store or ensure it works on your browser.



Open Your Appointment Invitation

- Check your email or text for the Zoom link.
- Click the link to join.



Enter the Meeting

- Zoom will automatically launch or open the app.
- Allow Zoom to access your camera and microphone.



Virtual Waiting Room

You'll enter a virtual waiting room until your provider is ready. Just stay logged in!



Helpful Tips for a Great Telehealth Experience

Find a Quiet, Private Space

Pick a quiet spot to avoid distractions during your appointment.

Join 5 Minutes Early

Log in a few minutes before your appointment time to check your connection.

Optimize Your Video & Audio

Make sure your camera provides a good view of yourself. Adjust your microphone as needed.

Prepare in Advance

Prepare any questions or concerns in advance.

What If I Don't Like Telehealth?

- You can still opt for in-person office visits.
- If you no longer want a telehealth appointment, contact the clinic at 408-261-7777 or inform your case manager to switch to in-person visits.

Scheduling a Video Visit with Guests:

- You can request that the clinic send an invitation to your caregiver or another guest.
- Provide the guest's email address, and the clinic will send them the same Zoom link for the appointment.

Quick Ways to Join a Zoom Appointment

- Desktop App: Open the Zoom app, click "Join," and enter the Meeting ID and Passcode, or click the meeting link.
- Mobile App: Open the Zoom app, tap "Join," or click the meeting link.
- Web Browser: Click the meeting link, choose "Join from browser."
- Calendar: Open the calendar event and click the Zoom link.
- Phone Call: Dial the provided number, enter the Meeting ID and passcode.
- Email: Open the invitation email and click the Zoom link.
- Meeting ID & Password: Open Zoom, click "Join," and enter the Meeting ID and Passcode.

Need Help? Contact your service team. If you're unsure about using Telehealth services, your case manager is available to support you. Additionally, some of our clinics offer Zoom rooms to help you with your Telehealth needs.