

Your IT Help Desk is the primary resource for questions, problems or additional information on Zoom. They can help with installation and configuration, video camera & speaker set up, and additional training.

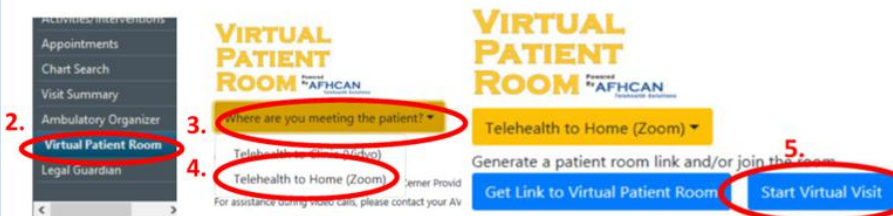
## JOIN A DIRECT TO PATIENT ZOOM MEETING

There are two ways to join a DTP Zoom meeting:

- 1) Join from the VIRTUAL PATIENT ROOM in Cerner; or
- 2) Join with a unique link sent by text or email

### 1. JOIN FROM VIRTUAL PATIENT ROOM IN CERNER

1. Log into Cerner. Search for patient. Go to patient's chart.
2. Select "Virtual Patient Room" from menu on left of screen
3. Click "Where are you meeting the patient?"
4. Select "Telehealth to Home" (Zoom)
5. To connect to Zoom, select "Start Virtual Visit"



### 2. JOIN VIA PROVIDED LINK

1. Click hyperlink or copy/paste link into internet browser

## SEND MEETING LINK

### Send meeting link to participants from Virtual Patient Room

1. Select "Virtual Patient Room"
2. Click "Where are you meeting the patient?"
3. Click "Telehealth to Home"
4. Click "Get Link to Virtual Patient Room"

A. Click "Text or Email Link Directly" to generate a text message or email with link.

OR

B. Click "Copy Link" to copy the link. Now you can paste it elsewhere.



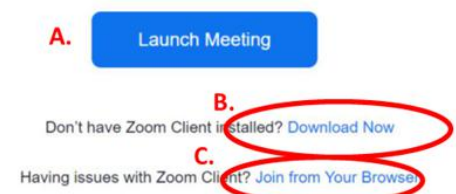
## WHAT TO EXPECT WHEN CONNECTING TO ZOOM

1. **FROM VPR:** If Zoom app is downloaded, it should open when you click "Start Virtual Visit"
2. **FROM GUEST LINK:** Enter the patient's last name. Click "Join call" and Zoom will open (if installed).
3. When prompted, click "Join with Video" and "Join with Computer Audio"



## TROUBLESHOOTING

- A. If Zoom is downloaded but not launching automatically, click "Launch Meeting"
- B. If Zoom App is not downloaded, click "Download Now"
- C. If you want to run in internet browser: Click "Join from Your Browser" to open in browser



## Zoom main menu options

Mute microphone/camera	View participant list, allow participants to join call	Share specific window or entire screen with participants	Share reaction emoji (will last 10 seconds)	End call
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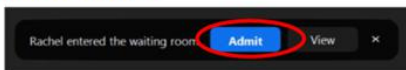
Change video/audio settings	Change participant settings, lock room	Chat with group or individual participants	Appoint yourself, participant, or third party to provide captions
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## Actions within Zoom meeting

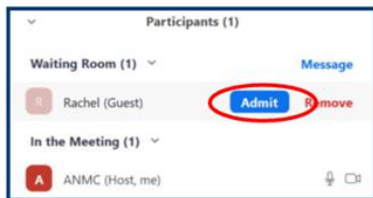
### Admitting participants

There are two ways to admit participants:

**A.** Click "Admit" when the participant name pops up at the top of the screen.



**B.** Click "Participants" in the main menu to open participant list. View names of patients currently in waiting room. Click "Admit"



### Managing participants

Click "Participants" in the main menu to access these controls:

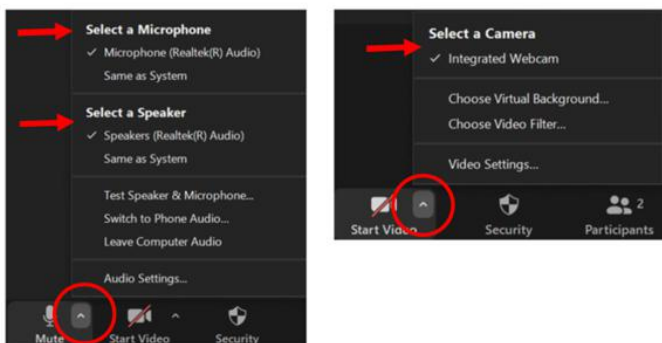
- A.** Click to ask patients to unmute
- B.** Click to ask patients to turn on camera
- C.** Click to put patients in waiting room



### Audio/Video settings

Click the arrows next to the mic and camera icons in the Zoom menu to open settings.

Select the camera, mic, and speaker to use.



### Content sharing

Click "Share Screen" in the main menu.

- A.** Select the window to share. Click "Share."
- B.** Click "Share computer audio" to share sound
- C.** Click "Optimize screen sharing" to share video
- D.** Click "Stop Share" to end. **Stop Share**

