

# North Memorial Health Video Visits

## Customer Guide

As your health family, North Memorial Health is committed to helping you and your family get and stay healthy. To ensure that you get the care you need when you need it, we offer video visits using Zoom. Below is a quick guide to help you get connected.

To participate in a video visit using Zoom, you will need the following:

- Access to the internet from a private/secured source.
- A home computer or mobile device.
- Camera and microphone on your device (computer, tablet, smartphone).

### Connect with your provider

Before connecting with your provider, you will need to download the Zoom application to your mobile device. Once you have Zoom on your mobile device, you can connect one of two ways - **through MyChart** or if you do not have MyChart, North Memorial Health will provide you with a **meeting ID and password** during check in.

- **MyChart customers:**

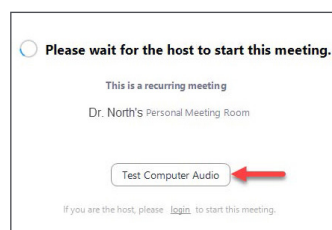
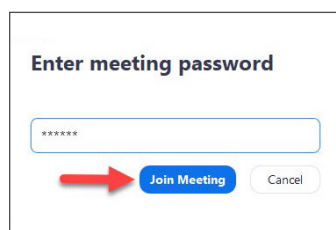
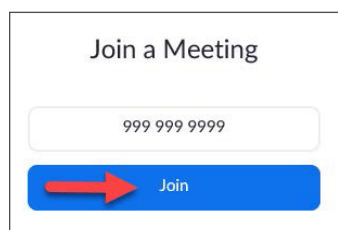
A Zoom meeting hyperlink will be available in the visit details and homepage of your North Memorial Health MyChart account. Click the meeting hyperlink to enter the virtual waiting room.

- **Customers not using MyChart:**

A North Memorial Health team member will contact you to complete your registration. At that time you will receive a Zoom meeting ID and password. Once you have the ID and password, you will need to follow these steps:

1. Navigate to **<https://zoom.us/join>** in your internet browser.
2. Enter the **Zoom meeting ID**.
3. Click **Join**.
4. At the next screen you will see a pop-up window, enter the **meeting password**.
5. Click **Join Meeting**.

You will be placed into a virtual waiting room. The provider will admit you into the meeting.



**BEST PRACTICE:** Please test the audio capability on your computer/device while you are in the virtual waiting room. Once in the meeting, you may need to unmute your microphone and turn on your camera in the bottom left corner of the screen.