

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 call 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 desktop or mobile device. Once you have Zoom on your device, you can connect one of two ways— through **MyChart** or if you do not have MyChart, North Memorial Health will email you a **meeting link** during check in.

MyChart customers:

Access to your eCheck in and a Zoom meeting link will be available on the homepage and in the visit details section of your North Memorial Health MyChart account. You can complete your **eCheck-in** 7 days prior to your Virtual Video Visit.

Customers not using MyChart:

On the day of your Virtual Video Visit, a North Memorial Health team member will contact you to complete your check in. At that time, you will receive an email with your **Zoom meeting link**.

1. Click the link in the email.
2. You may receive a pop-up to open Zoom. Click the **Open Zoom Meeting** option.
3. You will be placed into a virtual waiting room. Here you may **test your computer's audio** connection.
4. Once the provider has started the meeting, click the **Join with Video** option.
5. You will be directed into the North Memorial Health Zoom Video Visit waiting room briefly and then enter the video visit.

Good To Know:

- You may join the video visit up to 30 minutes before your scheduled appointment time.
- We ask that you are signed in and situated **10 minutes prior** to your appointment time to ensure you receive the most from your visit.
- Make sure to unmute your microphone, turn on your camera and test the audio capability on your computer/device while you are in the virtual waiting room.

