

# connecting you to great care

## INSTRUCTIONS FOR USING SECUREVIDEO

We're pleased to provide you with care from the comfort of your own home! Through the use of secure video chat capabilities through Zoom via your phone, tablet or computer, you'll be able to connect with a health care provider who can treat your symptoms and discuss your health care needs. As the examination will be conducted via video chat, both you and your MedExpress provider will be able to see and talk to each other.

The Zoom platform uses SecureVideo. SecureVideo is an encrypted service built to meet Health Insurance Portability and Accountability Act (HIPAA) regulations and other security requirements to safeguard your Protected Health Information (PHI). SecureVideo is used by health care providers across the country to provide telemedicine care to patients.

When it comes to the health of you and your loved ones, it's important to know and understand the technologies involved in your care. The instructions below will guide you through the process of preparing your phone, tablet, or computer for the virtual visit. If you encounter any issues while connecting to your MedExpress provider, please contact Zoom Secure-Video Support team at 844-852-9225. They will help guide you through setup, so you can get the great care you deserve.

**You will receive a meeting invitation from MedExpress via the email address you provided.** Before getting started, you may want to check to ensure you're connected to your home's WiFi network access, as downloading the app and conducting the actual virtual visit may use a lot of data.

### 1. Join the session.

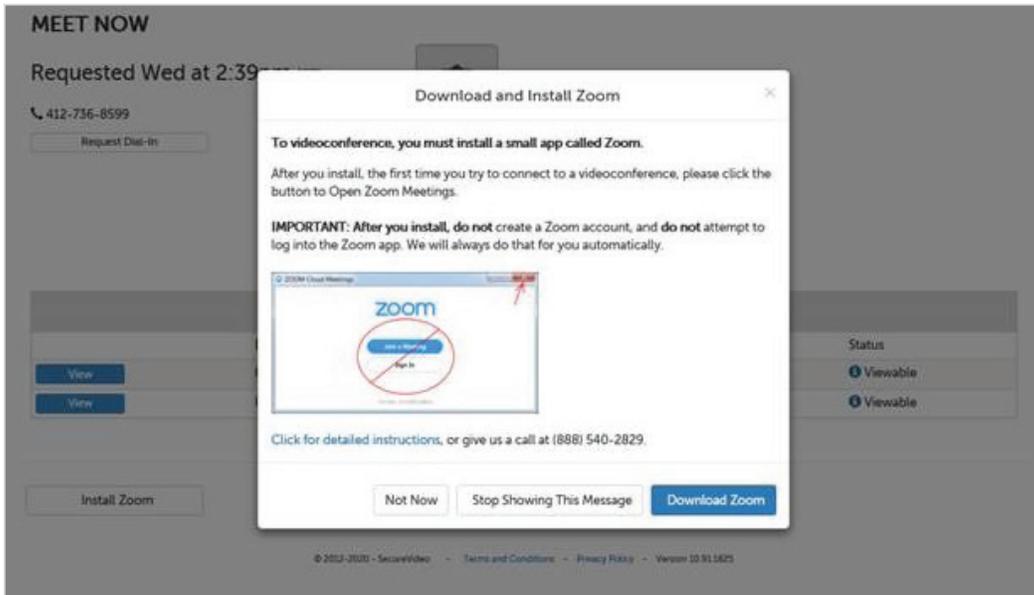
Click the "Join Session" button in the meeting invitation email. You will be taken to the SecureVideo.com website.

The screenshot shows the SecureVideo.com interface for a session titled "Session - Demo Doc". The page includes a "MEET NOW" section with a "Requested Wed at 2:39pm (ET)" and a phone number "412-756-8599". There is a "Request Dial-In" button and a "Please RSVP Now" button. A prominent blue button labeled "Enter Waiting Room" is visible. Below this is a "SESSION DOCUMENTS" table with two rows: "Consent for Treatment" and "Informed Consent for Telemedicine Services", both with "Viewable" status and "View" buttons. At the bottom, there is an "Install Zoom" button and a "Support" button. The footer contains copyright information: "© 2017-2020 - SecureVideo - Terms and Conditions - Privacy Policy - Version 10.01.1825".

SESSION DOCUMENTS		
Document Type	Status	
Consent for Treatment	Viewable	View
Informed Consent for Telemedicine Services	Viewable	View

## 2. Download the app (first-time users only).

If this is your first video visit with MedExpress, you will be asked to download and install the Zoom app.



- You may see a notice regarding the use of cookies; if so, click the "Got it!" button.
- You will then see a prompt to Download and Install Zoom; click the "Download Zoom" button.
- If this didn't pop up, click the "Install Zoom" button.
- Should this window pop up again in the future, simply click the "Stop Showing This Message" button.
- If a window pops up asking where you want to save the download, just click "Save."
- You may see the progress of Zoom downloading near the bottom of your screen. When it's done downloading, click "Run" if prompted.
- When Zoom has downloaded, you will see a Zoom Cloud Meetings pop up box, asking you to "Join a Meeting" or "Sign In". **Do not click either of these buttons; instead, click the X in the top-right corner to close the window.**
- Navigate back to your web browser. Or, click the "Join Session" button in the invite you received from MedExpress.

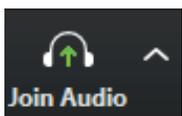
## 3. Enter the waiting room and enable permissions.

Click the "Enter Waiting Room" button. If your device doesn't start loading Zoom after 30 seconds, click on the "Install Zoom" button and revisit Step 4, above.

Zoom may ask for a series of permissions. To ensure the app functions appropriately for the visit, you should always click "Got It," "Yes," "Allow," or "OK."

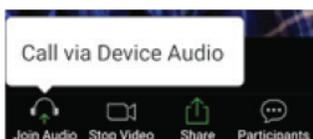
## 4. Set up audio.

Depending on the settings of your device, you may see one of the below icons, which means you'll need to click on the icon to enable your audio.



- Join Audio

If "Call via Device Audio" appears when clicking Join Audio, click on the message.



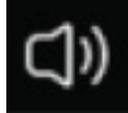
- Unmute Microphone

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The following icons indicate the audio connection.



- Connection to a wireless headset



- Connection to computer speakers

### 5. Set up video.

If you already see video, congratulations! If not, touch the middle of the screen to refresh it.



A red video camera with a slash through it indicates you need to allow access to your camera, by clicking the video camera icon. This will make you visible to your health care provider.

### 6. Your provider will join you at your appointment time.

You can either wait for your MedExpress provider to join you or touch the screen and click “Leave” to come back later. To come back later, you can click on the link in your invitation again and click “Enter Waiting Room.” As with a standard health care visit, please be prepared for your telehealth visit at least 5 minutes before the scheduled appointment time.

### 7. At the conclusion of the session, click End Meeting.

**If you encounter any issues while connecting to your MedExpress provider, please contact Zoom Secure-Video Support team at 844-852-9225. They are available to assist you Monday – Friday, 8am – 8pm EST and on Saturday 9am – 6pm EST.**