



Sheppard Pratt

Telehealth FAQ for Patients

How do I schedule a telehealth visit?

Contact your current provider's office at Sheppard Pratt for more information about scheduling a telehealth visit.

Do I need a computer or webcam?

No. While you may certainly use a computer or laptop equipped with a webcam and microphone, you may also use a smart phone or tablet connected to the internet or mobile data with the Zoom app installed.

Here you will find the **iphone or ipad app**: <https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>

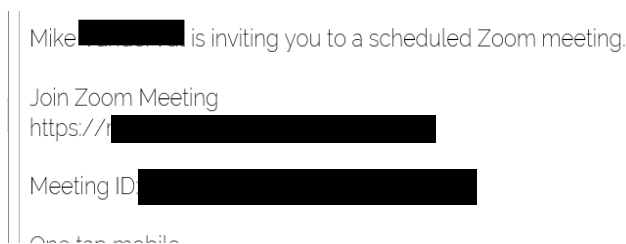
Android app: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

How do I create a zoom account?

Basic Zoom accounts are free, and you can visit this link to create an account: <https://zoom.us/signup>

How do I join my outpatient appointment?

You will receive a link or ID number to join your scheduled outpatient appointment via email or text from the provider's office. An email link will look like this:



A text message will include this information:

- **Meeting ID**
- **Password**
- **Audio #** (number to dial to hear and relay voice call if you do not have a microphone for your computer)

What do I do if I need to reschedule my appointment?

Call your provider's office to reschedule or cancel appointments just as you usually would. It is important that you do not reply to the appointment email to cancel or reschedule. You can also schedule a follow-up telehealth appointment as you usually would.

It is my first video appointment, any tips?

Be sure that you are in a private space with minimal background noise or distractions. You can practice using Zoom or the Zoom app ahead of your appointment so you feel more comfortable with the process.