



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>

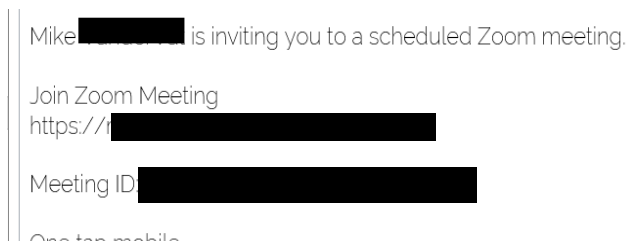
Android app: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

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.



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Zoom Security Tips

Zoom is our HIPPA-compliant platform of choice to deliver our telehealth, teletherapy, and telemedicine services. As such, we are continuously monitoring the reliability and security of our video conferencing services.

A number of changes have recently been made by Zoom to further ensure the security and privacy of its users. Some of those changes include:

- Encryption of meeting data
- Safeguards and controls to limit unauthorized meeting access, including unique meeting IDs and passwords
- Enhanced meeting host controls, including dedicated security controls, that empower hosts to enable and disable certain actions, like unauthorized file sharing
- Additional Zoom-led tutorials and webinars for meeting hosts and participants

Sheppard Pratt is implementing some additional steps before your telehealth appointment to ensure the security and privacy of our patients and clients. We recommend some additional steps that you should take you as well:

- Do not share the following information with others:
 - Zoom meeting link
 - Password
 - Meeting ID
 - Audio or telephone access numbers
- Ensure that you keep current with Zoom's updates, you should receive notifications when new updates are available.
- Before joining a meeting, check your surroundings when enabling your camera and audio to better ensure your privacy and security.
- When joining a meeting, you may be placed in a "Waiting Room" until granted entry into the meeting. This is for your security and privacy as it ensures others will not be able to enter your appointment.
- Your meeting host has been provided with resources and training aimed at ensuring your privacy. If you have concerns related to the privacy and security of your appointment, please speak with your provider.