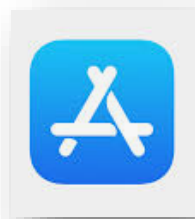

Coast Community Health Center's Off-Site Telehealth Quick-Start Tips:

We have switched to MyChart, and the visit is integrated within our system, it still uses Zoom to facilitate the appointment.

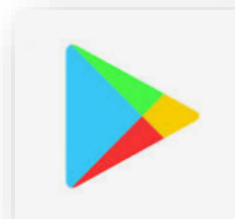
If this is your first time, or you do not have Zoom already downloaded on the device you plan to use for your appointment, we recommend downloading the application ahead of time.

If using a **mobile**, you'll want to enter your app store. Below are the icons for Apple and Android devices:

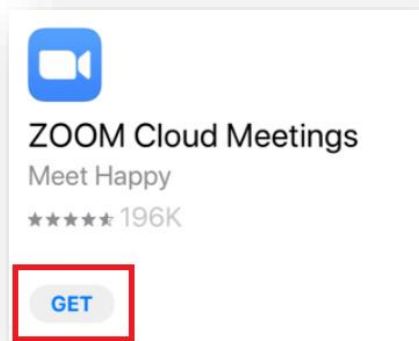
For **iPhone**:



For **Android**:



This is what it should look like in each app store (may vary slightly):



iPhone



Android

Once Zoom is downloaded on your phone, scroll down to the **Appointment Day** section. There are a few steps that must be completed before the appointment can take place.

If using a **laptop, desktop, or tablet** (without an app store) – open your internet browser.

The most common browsers are:

Chrome:



FireFox:



Explorer:



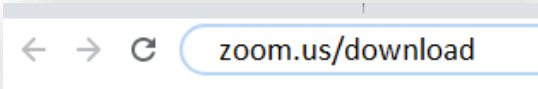
Edge:



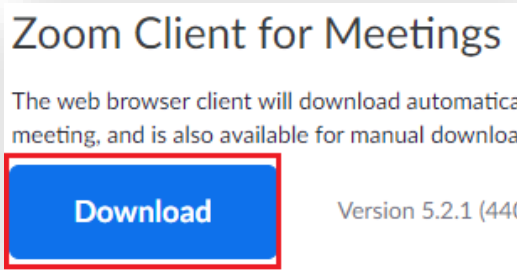
Safari:



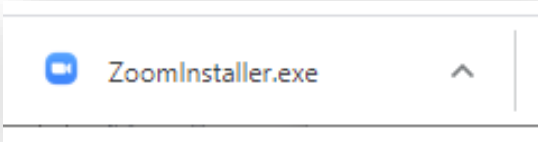
Once you have your browser open, in the top bar, type in `zoom.us/download`, and go (press Enter key):



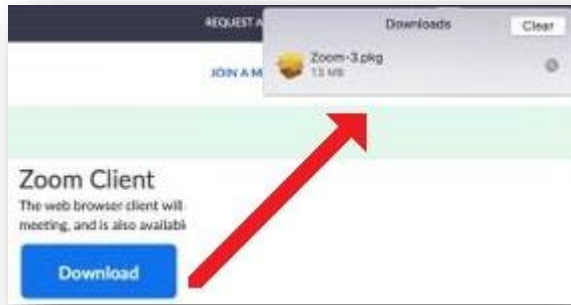
This should take you to the Download Center. Ignore everything except for Zoom Client for Meetings:



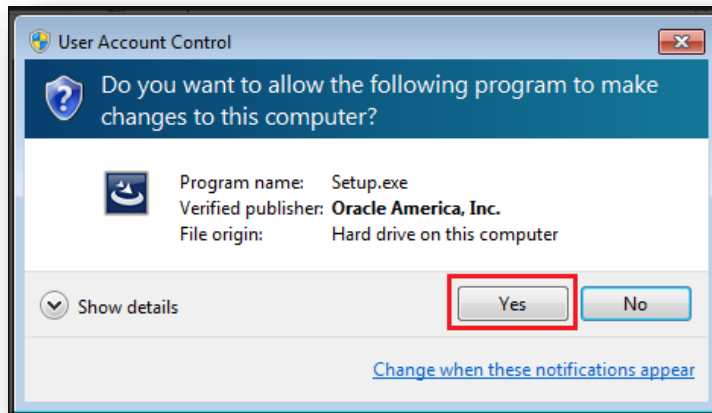
Once the download begins, in most cases you'll see the file at the bottom of the internet window:



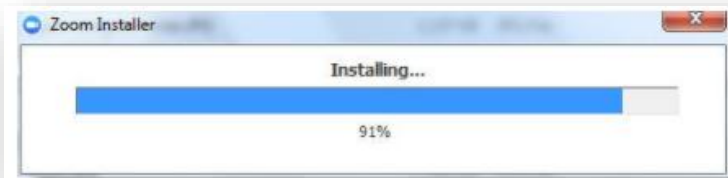
But if you are using Safari, you should find it at the top right of the window:



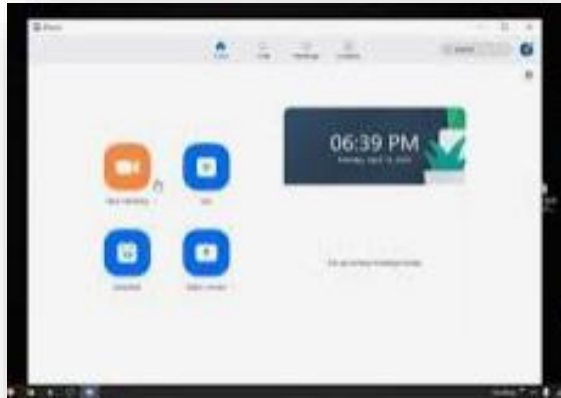
The file is now downloaded. Next, we need to install the program on your device. Open the file (click on the download) to begin. You may be prompted to run the file:



Zoom will then install. You will likely see some iteration of the install bar pictured below:



Once installed, the program will probably open on its own:



You can close it out as there is no further action required until the appointment.

Appointment Day



There are a couple of tasks to complete before your first video visit appointment to make sure your experience is a good one.

Watch our How-To guide: <https://youtu.be/oxXUUCkRg-U>

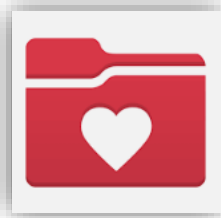
Or, continue reading for written instructions.

Please complete these steps before your appointment.

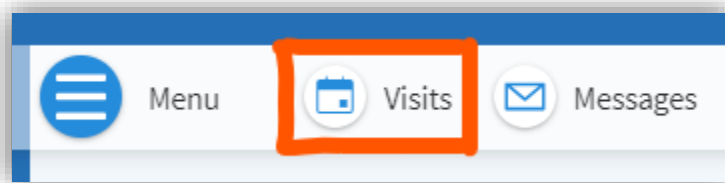
If you have not yet downloaded Zoom on your device, please return to the top of this page for instructions.

On the day of your appointment:

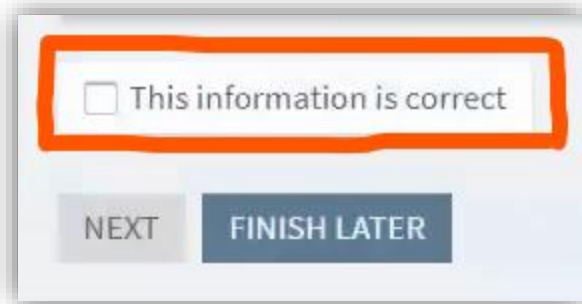
1. Login to your MyChart account via the web or app on your mobile device **15 minutes** prior to your appointment.
 - a. If needed, click the following link to access MyChart via browser:
<https://mychart.ochin.org/mychart/Authentication/Login>
 - b. The mobile app icon will look like the follow on Google and Apple play store:



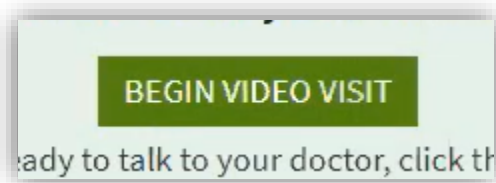
2. Via **web**: select **Visits** to arrive to **Appointments and Visits**



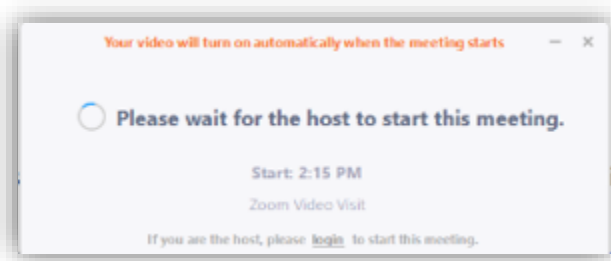
3. Via **app**: locate your appointment
4. You will select **eCheck-in**. **Note**: You must complete **eCheck-in** before you can start your video visit.
5. You will be asked to **update** your **personal information, medications, pharmacy, allergies, health issues**, and will be asked to **sign a consent form**. To move forward, the This Information Is Correct button must be checked:



6. Once you submit the information, you will see the **Begin Video Visit** button.



If your provider has not started the visit from their end, you will see **Please wait for the host to start this meeting.**



7. Video will begin once your provider launches the visit on their end.

At this point, you should be able to see and hear the Medical Assistant or Provider, and they should be able to see and hear you.

If you get **disconnected or dropped** from your video visit, you may reconnect for up to an hour by returning to your appointment in MyChart and clicking the green **Begin Visit** button.

If you have any issue with locating the Zoom app, downloading it prior to the appointment, or your eCheck-In please call our front desk at #: 541.347.2529 for Bandon or 541.332.1114 for Port Orford and ask for your Medical Assistant.

If they are unavailable, you may be transferred to Jessica for additional help.