Preparing for Your Telehealth Visit

Telehealth is the use of live videoconferencing to let you interact with your provider. Instead of driving to your visit, you can see and talk with your provider in the convenience of your own home using a smartphone, tablet, or computer with a webcam connected to the internet. There is no extra fee for this service. Co-pays, co-insurance, or deductibles, if any, are the same as an in-person visit.

How do I get ready for my telehealth visit?

First, set up a My Health at Vanderbilt account.

(Go to MyHealthAtVanderbilt.com for more information.)

Second, download and test Zoom.

If you are using a smartphone or tablet . . .

- Use the camera on your device to scan the QR code on the right to start the Zoom download.

- Scanning the QR code opens a browser and asks if you want to download the app from an app store. You don't need to set up an account to download the app, but you do need to know your app store login.

- After you download the app, scan the QR code on the right with your camera to test the app.

- Click to give Zoom access to the camera and microphone on your device and to let Zoom call you using internet audio.
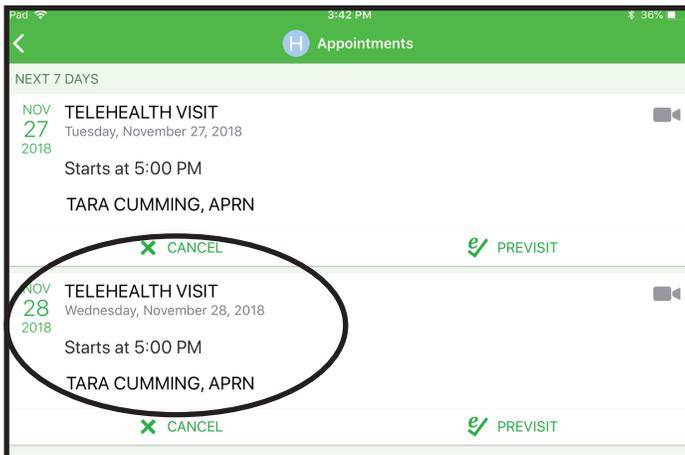
If you are using a computer . . .

- Go to **https://zoom.us/test**

- Click **Join** under *Join Meeting Test*:
    - If you do not already have Zoom on your computer, click **Download and run Zoom**.
    - If your computer asks you to save the program, save it where you can easily find it (for example, in your Downloads folder or on your Desktop).

- After your have installed Zoom, test it by going back to **https://zoom.us/test.**

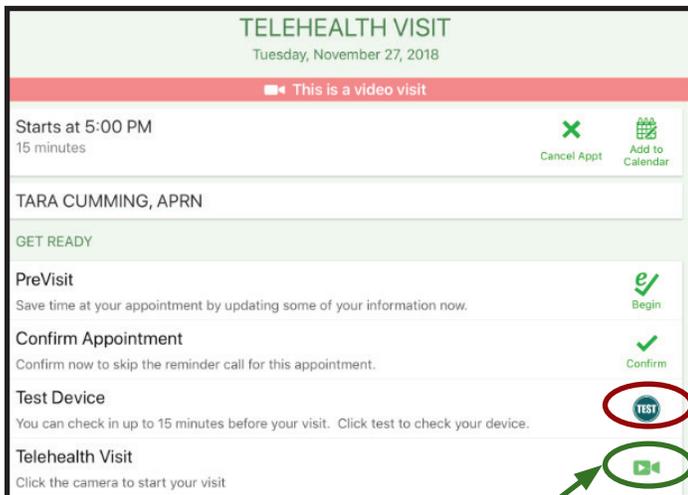*Flip over to see how to complete your telehealth visit . . .*

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Completing Your Telehealth Visit

If you are using the mobile (app) version of My Health at Vanderbilt . . .

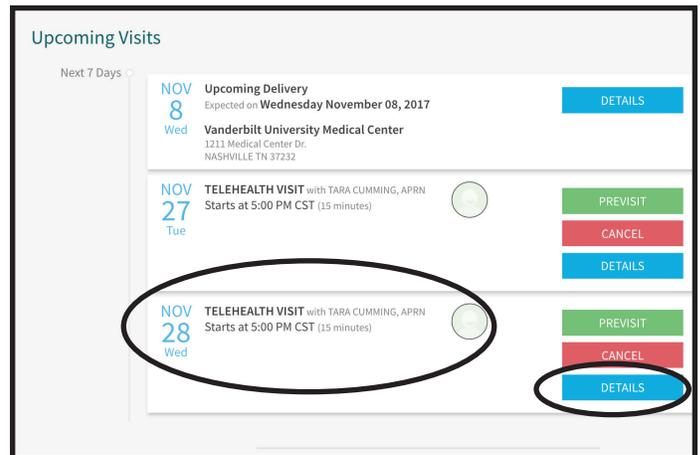*This is how your TELEHEALTH VISIT will look under Appointments.*

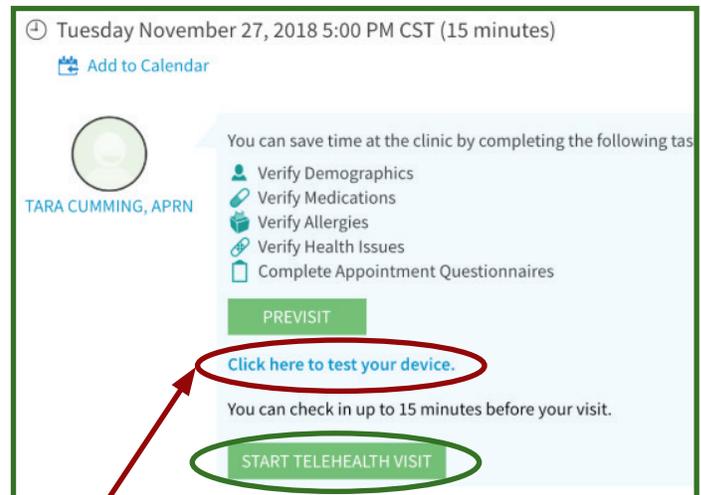*When you click on your TELEHEATH VISIT, you will get the screen below.*

If you are using the web (computer) version of My Health at Vanderbilt . . .

This is how your TELEHEALTH VISIT will look under Appointments and Visits.

When you click on the blue DETAILS button next to your TELEHEALTH VISIT, you will get the screen below.

Before your visit, click here to test your device. Follow the instructions to join a test call.

When it is time to start your visit, click here. You can check in up to 15 minutes early. Call (615) 343-HELP (4357) if you need help.