COPA HEALTH

Telehealth
How-To
for Members

Schedule a telehealth appointment

Download the Zoom app to your device

Prepare for and join your telehealth appointment

Schedule a telehealth appointment / consent:

- Schedule your telehealth appointment with your Copa Health care team.
- Sign or give verbal consent to receive care via telehealth.
- Download the Zoom app prior to your appointment. Instructions will be included in your confirmation text. Your Copa Health care team can provide additional help.

Prepare for your telehealth appointment:

- Download Zoom Cloud Meetings (free) on your mobile device (Phone/Tablet) or computer. You do not have to sign up or sign in.
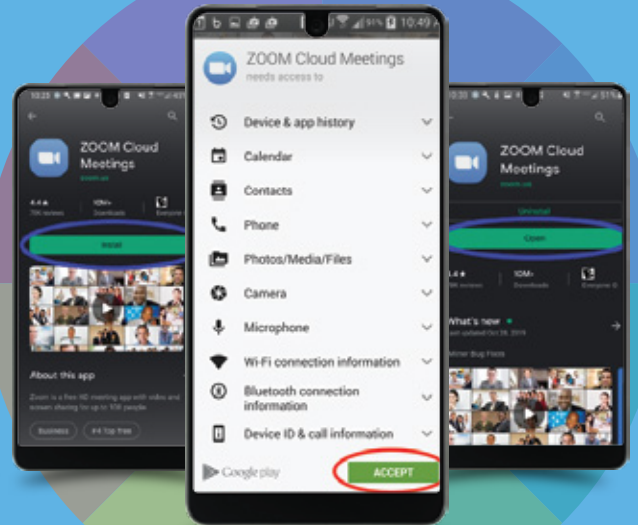- Make sure you're in a private location and have access to WiFi (recommended).

iPhone

- Go to the iTunes store, download Zoom and accept settings.

Android

Go to the Google Play Store, download Zoom and accept settings as they are.

Computer (Desktop / Laptop)

- Watch video on how to download Zoom to your computer: https://copahealth.net/InstallZoomDesktop
- Be sure to test your Zoom connection from your mobile device or computer before your appointment: https://zoom.us/test.
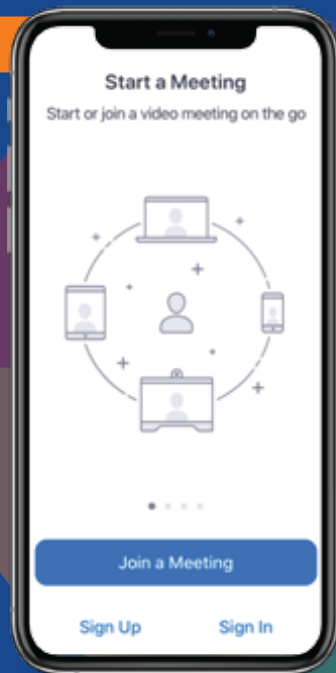- Ensure your computer has a camera and microphone in order to join Zoom.

Join the telehealth session:

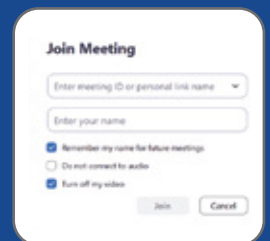- Prior to your visit you will receive a reminder text with the meeting link.

Mobile Device

- Click on the reminder text then wait to be admitted into the session by your Copa Health care team member.

- If prompted to, add your first and last name.

Computer

- If using your computer, open Zoom and enter the 10+ digit number at the end of the text reminding you of your appointment.

- **For example, if the link is:** https://azpir.zoom.us/j/1234567890

- **the meeting ID would be:** 1234567890

Note:

Remain in the "Zoom waiting room" until your care team member admits you to the "meeting room." At times, your providers may be running late. Please wait for them, just like you would if you had come into the office.

Once you are admitted to the "meeting room," you will be prompted to connect to audio.

During Your Visit - Zoom Meeting Controls

Mobile Device:

Zoom controls appear at the bottom of your screen, except for Leave Meeting which is at the top-right corner = Red rectangle

Computer:

Zoom controls appear at the bottom of the screen. End meeting appears on the bottom-right corner = Red rectangle

Microphone Icon = Mute / Unmute: Mute or unmute your microphone

Camera Icon = Video: Start and stop your own video

Green Square Icon = Share: Start a screen share. You'll be able to select what you want to share

People Icon = Participants: See who's currently in the meeting

If technical issues occur, not to worry, your Copa Health care team member will call you.