

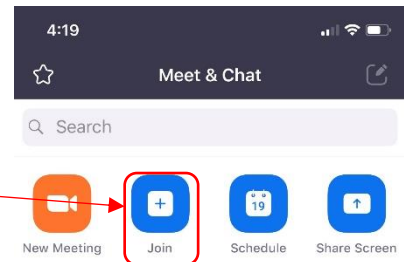
## How to download and use ZOOM for a Telehealth appointment

1. Download the “ZOOM Cloud Meetings” app from the app store on your phone or computer.

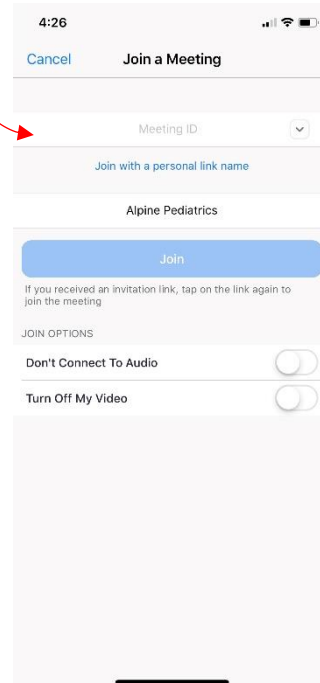


2. At your appointment time, you will be getting a call from a Medical Assistant from Alpine Pediatrics via phone to help set up the rest of the appointment on ZOOM before seeing the provider.

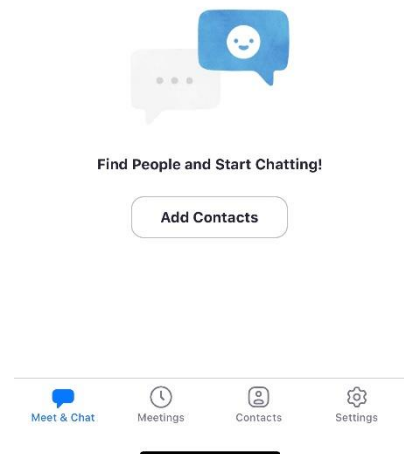
3. When the Medical Assistant calls, get onto the ZOOM app and click “Join”



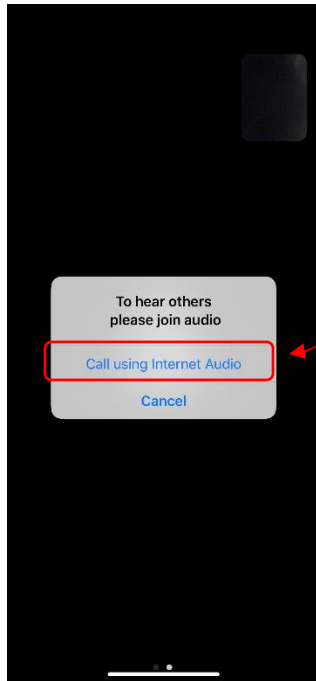
4. This will take you to another screen that looks like this,



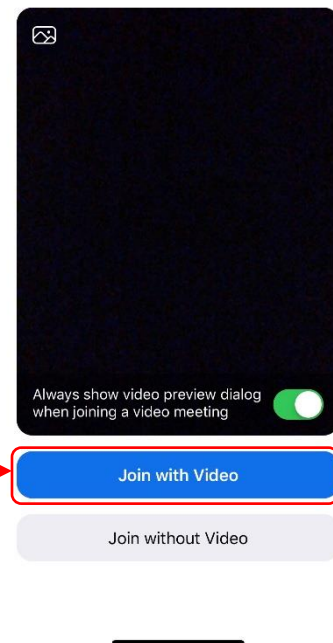
The Medical Assistant will give you a Meeting ID and password for the Telehealth appointment



5. After receiving the ID and password, this screen will appear. Please click "Join with Video". This will allow the provider to see you and your child.
6. Another popup will appear, please click "call using Internet Audio" so you can hear the provider and the provider can hear you.



## Video Preview



7. If you cannot hear or see the provider, make sure you have joined the audio and not muted as well as joined with video.

