

Virtual (Video-Zoom) Guide for Patients

Zoom Basics and Joining the Meeting

Before the zoom-video appointment/meeting

You will need a computer, tablet or smartphone with speaker or headphones. You will have the opportunity to check your audio immediately upon joining the appointment/meeting.

For those using a tablet or smartphone, download the “Zoom Cloud meetings” app.



Your Zoom appointment/meeting invite will come to you via email:

Please find your ZOOM Invite. If you have any questions or concerns please contact the Sherwood Park PCN at 780-410-8000.

Sherwood Park PCN is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://zoom.us/j/99449653039?pwd=V2p6cEpaemQxUXE4U0xlcHgwSCt4QT09>

Meeting ID: 994 4965 3039

Password: 087277

One tap mobile

+15873281099,,99449653039#,,1#,087277# Canada +16473744685,,99449653039#,,1#,087277# Canada

Dial by your location

+1 587 328 1099 Canada

+1 647 374 4685 Canada

+1 647 558 0588 Canada

+1 778 907 2071 Canada

+1 438 809 7799 Canada

Meeting ID: 994 4965 3039

Password: 087277

Find your local number: <https://zoom.us/u/acXzRMCi7b>

About 5mins before the start time of your appointment, click on the “Join Zoom Meeting” link in your invitation. You may be instructed to download the Zoom application. If you download the Zoom application on your computer, you will need to select “Run” when the option appears in order to launch it.

Waiting room:

You may be directed to our Zoom waiting room where you will see a screen like this:

Computer:

Sherwood Park PCN Virtual Waiting Room



Test Group/Appointment

Please wait, the host will admit you soon

Mobile Device:

Zoom



Sherwood Park PCN Virtual
Waiting Room

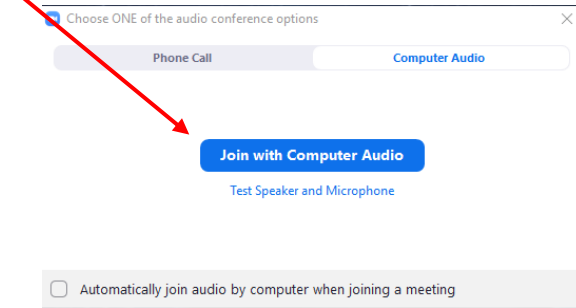
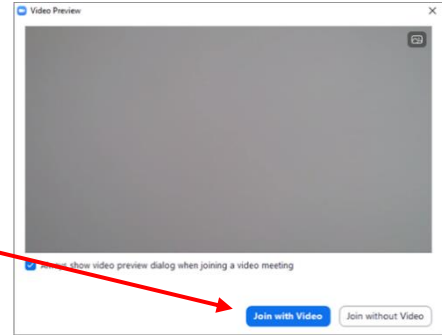


Test Group/Appointment

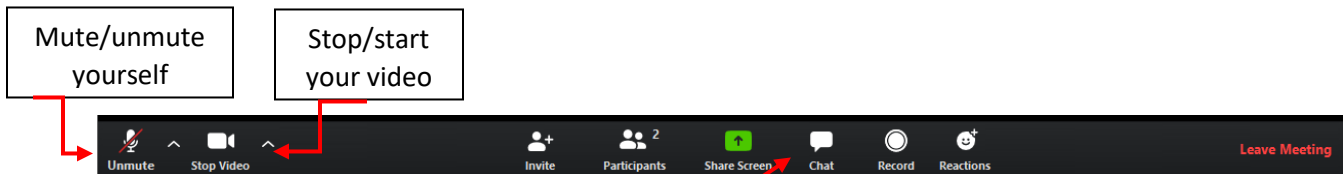
Please wait, the host will admit you soon

Zoom-video appointment/meeting via COMPUTER:

1. When the host admits you, you will be prompted to join with video.
2. You have an opportunity to test your audio at this point by clicking on “test speaker and microphone”. Once you are satisfied that your audio works, click “join with computer audio”

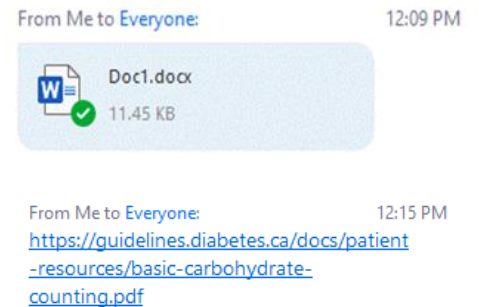


3. Once you are in the Zoom appointment the main navigation bar is on the bottom of the video screen. Where you can do several things:



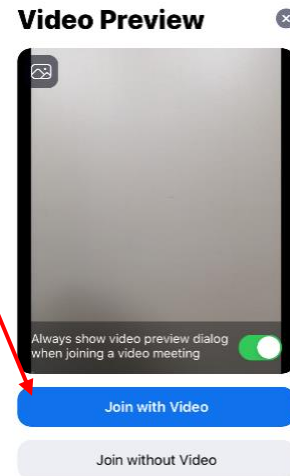
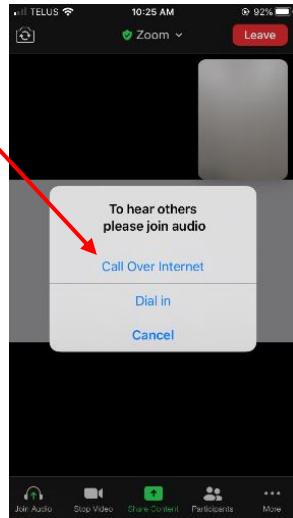
Send/receive messages from your provider

Your provider may share a document for you to download or a website for you to visit in the chat box.

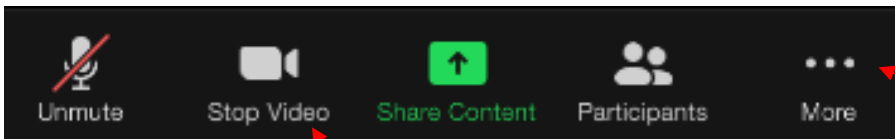


Zoom-video appointment/meeting via MOBILE DEVICE:

1. Once the host admits you, you will be prompted to join with video.
2. You will then be prompted to join meeting with Internet audio.



3. Once you are in the Zoom appointment the main navigation bar is on the bottom of the video screen. Where you can do several things:

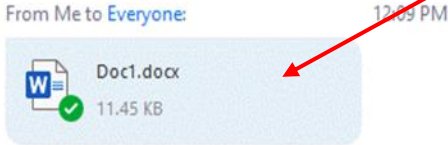
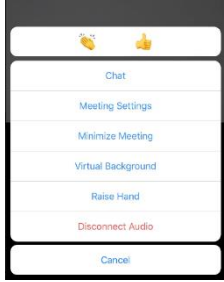


Mute/unmute yourself

Stop/start your video

By clicking on these 3 dashes it will open the chat box:

Where your provider can share resources with you.

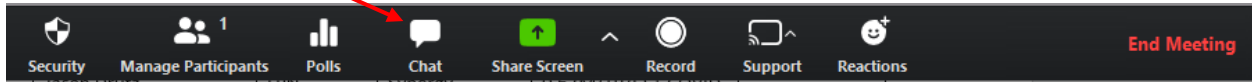


From Me to Everyone: <https://guidelines.diabetes.ca/docs/patient-resources/basic-carbohydrate-counting.pdf> 12:15 PM

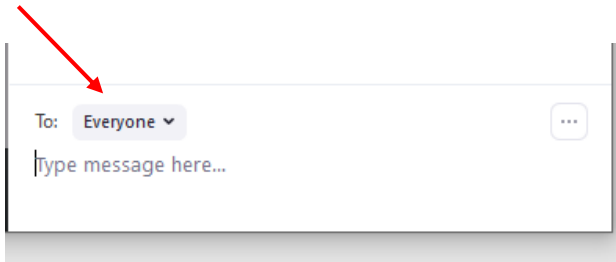
Additional Zoom Information:

Using the chat – COMPUTER:

1. Hover your mouse over the Zoom screen – the tool bar will show up
2. Click on “Chat”



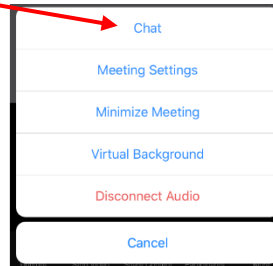
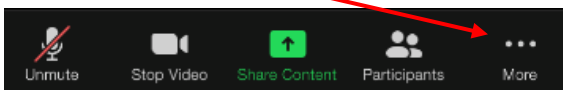
3. Select to send message to everyone, or to one user



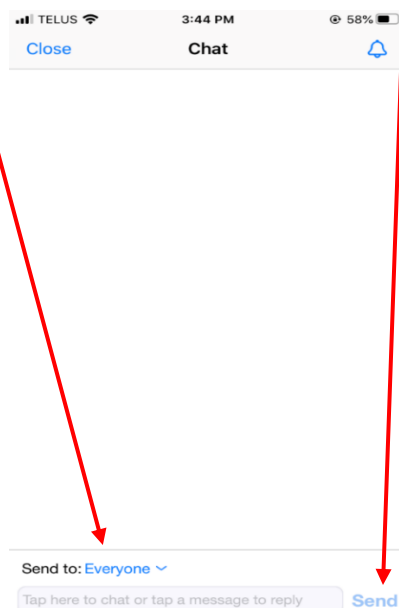
4. Type your message and press “Enter” to send

Using the chat – MOBILE DEVICE:

1. Touch the video screen – the tool bar will show up
2. Select “more” (three dots), then “Chat”



3. The chat box will open up
4. Select send to Everyone, or to one user
5. Type your message and select “send”



Zoom security:

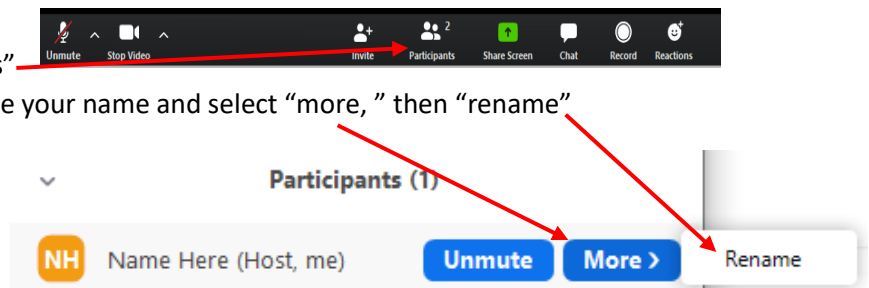
- All of our meetings require a password
- If you have the link, you don't need to enter the password
- The Sherwood Park PCN has a licensed Zoom account, with increased security compared to public accounts
- Zoom continues to work on further security updates
- Please be aware that anything shared via audio or to "everyone" in the chat can be heard/viewed by all attendees
- Please be aware that if you are logged into your Zoom account when you join the meeting, the name on your account will be displayed for all participants. If you would like to change the name that is displayed prior to the meeting, you can do so through "profile" (computer), or "settings" (mobile app) in your Zoom account.

Renaming yourself during meeting:

To change your display name during the meeting:

Computer:

1. Select "participants"
2. Hover mouse beside your name and select "more," then "rename"



Mobile Device:

1. Select "participants"
2. Select your name, then "rename"

