

# Bayless Telemedicine How to Join a Session

**PLEASE DO NOT JOIN APPOINTMENT FROM ZOOM – You will need to click the link in your email to check-in and notify your provider you are available**

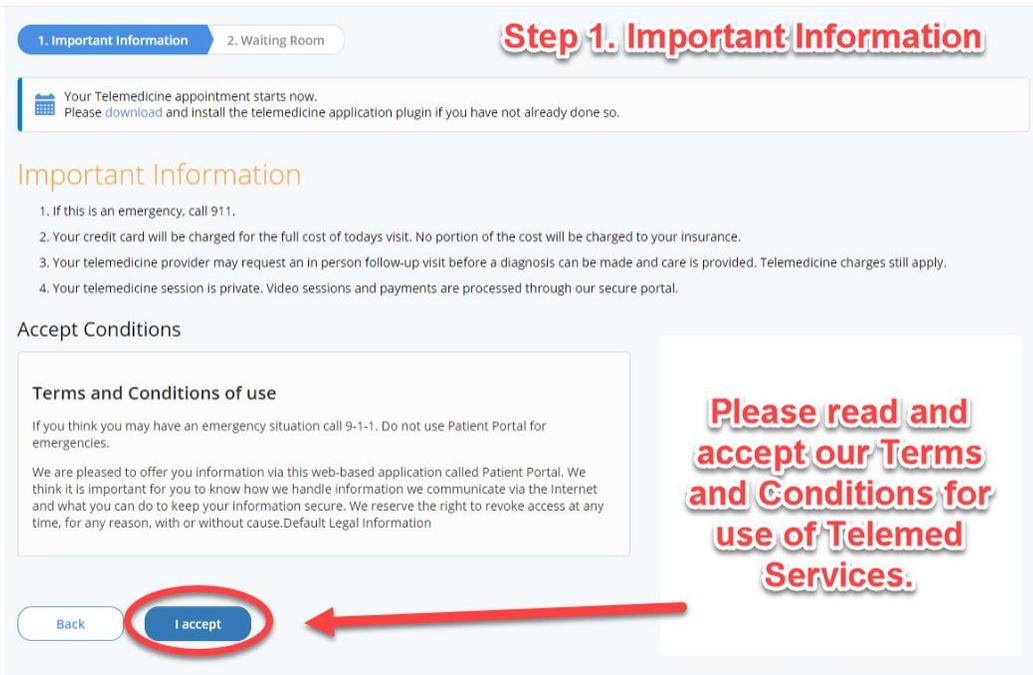
Bayless will send you an email with titled “Bayless Virtual - ZOOM Meeting.” To join your appointment, click on the link provided and follow the prompts.

After you click the link from your email you will be taken to our Telemedicine platform.

**Click “Join Session” to get started!**

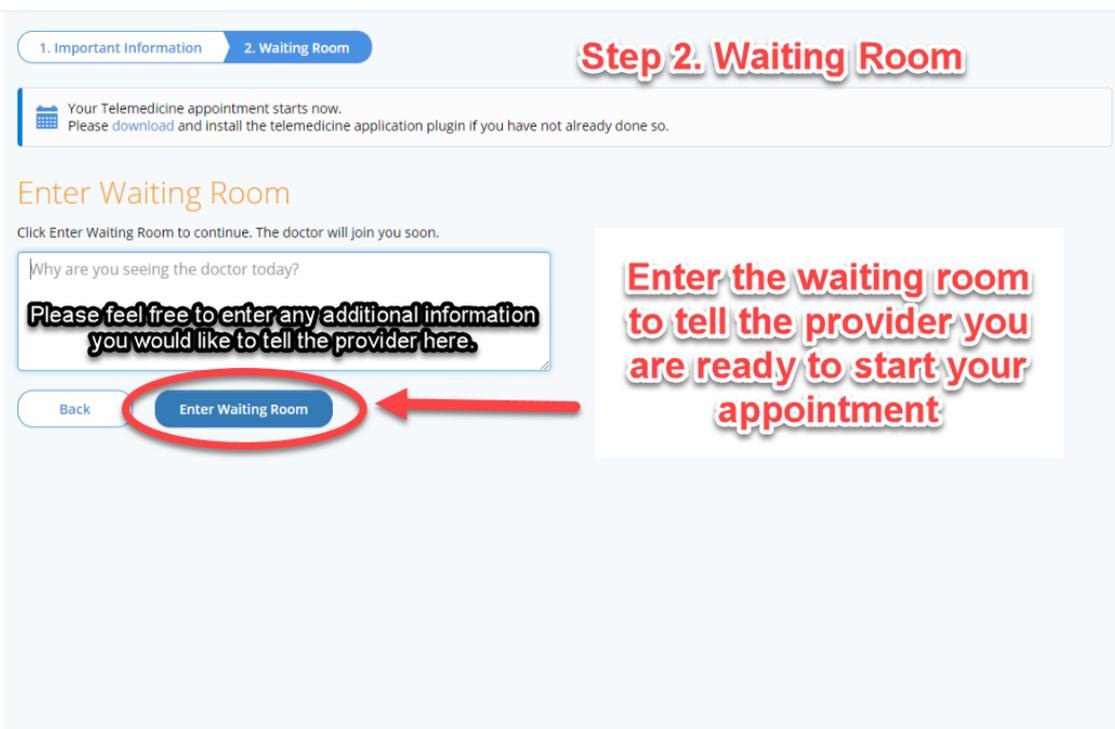
The image is a screenshot of the Advanced Telemedicine app interface. At the top left, the logo for Advanced Telemedicine is displayed with the tagline "Freedom to see." At the top right, the text "HOW IT WORKS" is visible. The main content area features a dark background with a blurred image of a person. In the center, there is a white text box that says "Click Join Session to begin" in red text. Below this, the text "Welcome to your telemedicine visit" is displayed. Underneath, there is a white input field containing the visit code "555-555-555". To the right of the input field is a blue button labeled "Join Session", which is circled in red. A red arrow points from the text box above to the "Join Session" button. On the left side, a hand is holding a smartphone displaying a video call with a female doctor. A blue arrow points from the text below to the phone. The text below the phone reads: "Use the link from the Bayless Telemed Email and your visit code will pre-populate here." At the bottom left, there is a small copyright notice: "© 2016 AdvancedMD, Inc. All rights reserved." At the bottom right, the AdvancedMD logo is displayed.

1. You will need to accept our terms and conditions before you can join the waiting room.



The screenshot shows the 'Step 1. Important Information' screen. At the top, there are two tabs: '1. Important Information' (active) and '2. Waiting Room'. A header bar contains the text: 'Your Telemedicine appointment starts now. Please download and install the telemedicine application plugin if you have not already done so.' Below this is the section 'Important Information' with a list of four points: 1. If this is an emergency, call 911. 2. Your credit card will be charged for the full cost of today's visit. No portion of the cost will be charged to your insurance. 3. Your telemedicine provider may request an in-person follow-up visit before a diagnosis can be made and care is provided. Telemedicine charges still apply. 4. Your telemedicine session is private. Video sessions and payments are processed through our secure portal. Below the list is the 'Accept Conditions' section, which includes a box for 'Terms and Conditions of use' and a large callout box that reads: 'Please read and accept our Terms and Conditions for use of Telemed Services.' At the bottom, there are two buttons: 'Back' and 'I accept'. The 'I accept' button is circled in red, and a red arrow points to it from the callout box.

2. Enter any additional information you think your provider needs to know, and then click "Enter Waiting Room" button. (NOTE: You have not joined the appointment or meeting yet and you will have to join AGAIN when the provider is ready)



The screenshot shows the 'Step 2. Waiting Room' screen. At the top, there are two tabs: '1. Important Information' and '2. Waiting Room' (active). A header bar contains the text: 'Your Telemedicine appointment starts now. Please download and install the telemedicine application plugin if you have not already done so.' Below this is the section 'Enter Waiting Room' with the text: 'Click Enter Waiting Room to continue. The doctor will join you soon.' There is a text input field with the placeholder text 'Why are you seeing the doctor today?'. Below the input field, there is a callout box that reads: 'Please feel free to enter any additional information you would like to tell the provider here.' At the bottom, there are two buttons: 'Back' and 'Enter Waiting Room'. The 'Enter Waiting Room' button is circled in red, and a red arrow points to it from the callout box.

✓ You are connected.

The visit will start when your Doctor joins.

**You are now in the waiting room. Please wait for the provider to be ready.**

**If you need to leave your appointment for any reason, please use the Exit button**

Exit

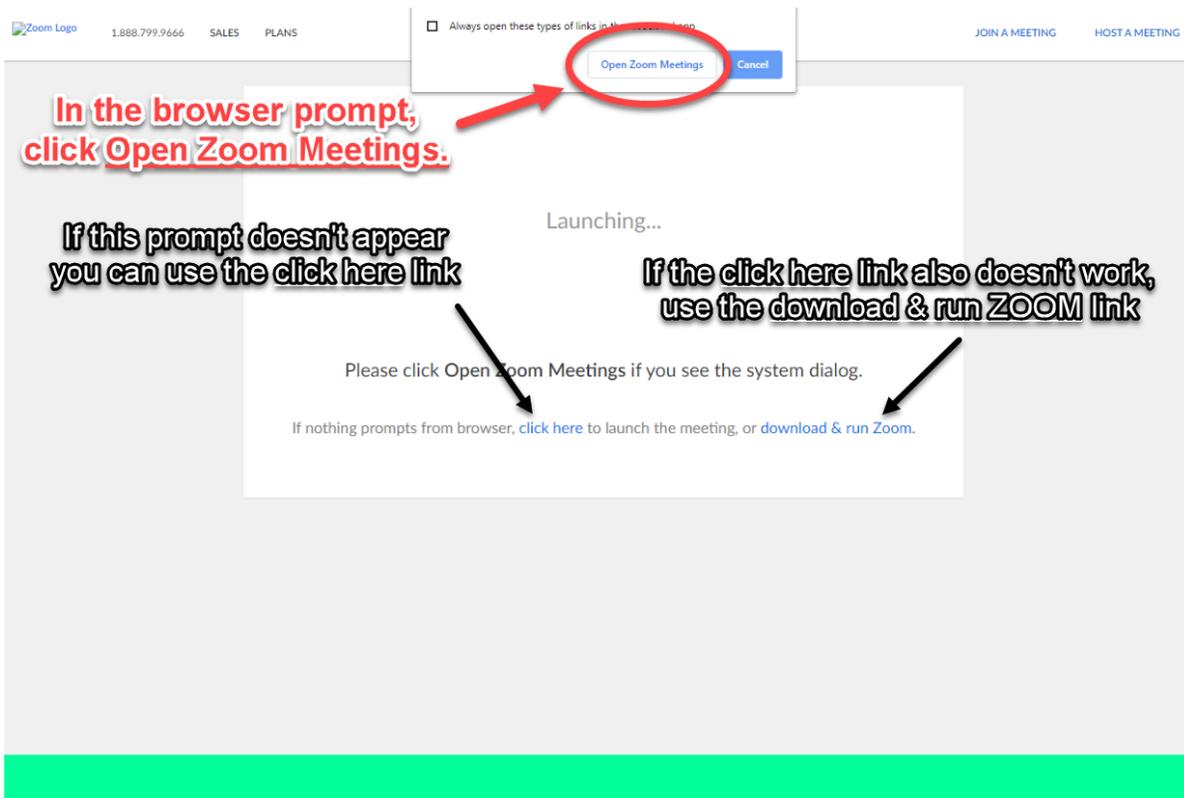
3. Click the "Join" button when the display shows your provider is ready to take your call.

**The Doctor is ready and waiting. Please click "Join" button.**

Exit to home page Join

**When your provider is ready you will be prompted to Join the meeting.**

4. Click “Open Zoom Meeting” in the browser pop up and this will pull up the meeting window. (NOTE: If this prompt doesn’t appear use the “click here” link to launch the meeting, or use the “download & run Zoom” link)



5. Click the “Join with computer audio,” in the window that pops up and make sure the “Automatically join audio by computer when joining a meeting” box is checked.



6. You can still join the meeting without audio and use the chat as communication OR the provider can call you over the phone.



### Do you want to continue without audio?

You will not be able to hear other participants in the meeting, nor will they hear you.

Join with Computer Audio

Continue

7. You have officially started your Telemedicine Appointment. (NOTE: The bottom bar in the below picture is hidden when not in use. To make it appear you will need to hover your mouse over the bottom of your screen)

The screenshot shows the Zoom meeting interface with several annotations:

- Top Center:** A grey box containing the text "Your video will appear here."
- Top Right:** A "Gallery View" button with a grid icon.
- Center:** A white box with red text that reads "You have started your appointment".
- Below Center:** The text "Your provider's video will appear here." is displayed.
- Bottom Bar (Annotations):**
  - Left:** A red box highlights the "Join Audio" and "Start Video" icons. A red arrow points to this box with the text: "Your Audio and video settings are here. If you cannot hear or see your provider please check your settings".
  - Middle:** A yellow arrow points to the "Chat" icon with the text: "You and the provider can send messages via Chat here".
  - Right:** A red arrow points to the "Leave Meeting" button with the text: "Leave Meeting here".

ZOOM is a very versatile plug in that provides a wide variety of option and setting. Bayless Integrated Healthcare encourages you to explore your setting, especially if you encounter any issues with connection to video or audio during your appointment.

If your provider **cannot hear you**, they may try sending you a chat with some help. Please be on the look out for the orange "Chat" icon, indicating you have a message.

If you need additional help, please call us a 602-230-7373