

### What do you need to attend a virtual visit?

- Necessary **equipment** (desktop or laptop computer with a camera and microphone, tablet, or smartphone).
- Internet access with at least 10 Mbps speed.
- The link to the virtual encounter found in the invitation email sent by your health professional.

### VERY IMPORTANT:

- You should test using Zoom at least one day prior to your virtual encounter by clicking the following link <https://zoom.us/test>. It will help you get familiar with Zoom and make sure that your microphone and camera are working properly.

### On the day of the appointment

- Have **your phone** nearby during the virtual visit so the health professional can contact you should there be technical problems.
- Have your health insurance card handy.
- Find a quiet private room to ensure confidentiality.
- Use earphones or a headset for optimal sound.
- Avoid sitting with your back to a window to prevent backlighting.
- Limit Internet access during your telehealth appointment.



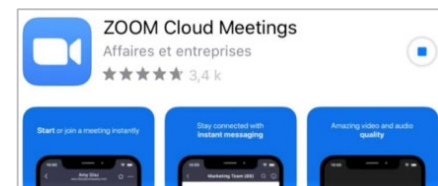
Would you like to learn more about  
the Zoom application features?

Visit the Quebec Telehealth Network Website  
for all documents and tools: <https://telesantequebec.ca/>

# STEP 1 – The day before the virtual visit

## 1. Download the Zoom Cloud Meetings application

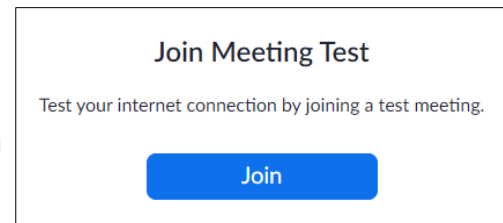
- For computers (recommended): <https://zoom.us/download>
- For smartphones or tablets:  
Download the application from the App Store or Google Play.



## 2. Test drive the application

Go to <https://zoom.us/test> to perform audio and video tests and to familiarize yourself with Zoom.

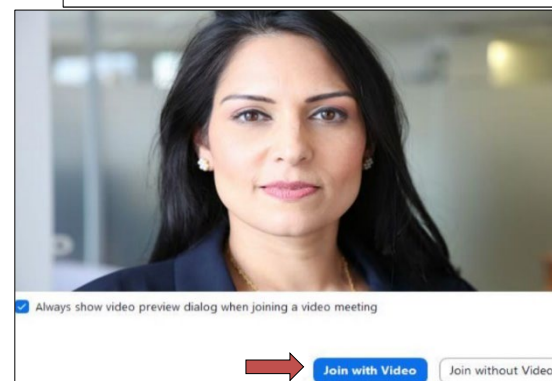
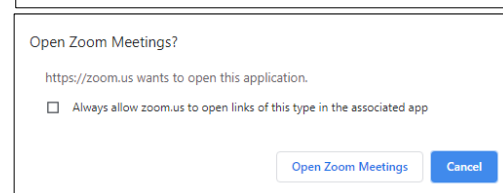
- Click **Join** and open the application.



- Test the video.

Check lighting and framing quality.

- ✓ Be clearly visible.
- ✓ Do not sit with your back to a window (or close the drapes).
- ✓ Adjust lighting.

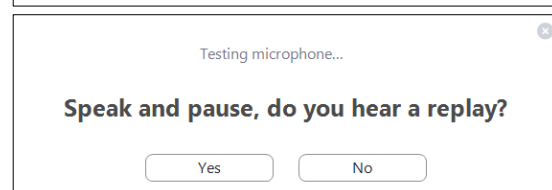
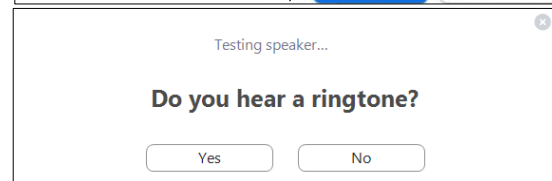


Choose **Join with Video**.

- Test the audio.

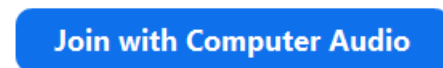
Follow the instructions. If there is no sound, select a different microphone.

- ✓ Find a quiet private room.
- ✓ Turn off the radio and television.
- ✓ Preferably, use a headset with a microphone.



Choose **Join with Computer Audio**.

- Leave the meeting to end the test.



## STEP 2 – The day of the virtual visit

### 1. Join the session

Join the session 15 minutes before it starts.

- Click the link in the invitation email.  
OR
- Join using the meeting ID at <https://zoom.us/join>.
- Follow the same steps as for the test :

Participer à la réunion Zoom

<https://cctmcgill.zoom.us/j/116525545>

ID de réunion : 116 525 545

Open Zoom Meetings

Join with Computer Audio

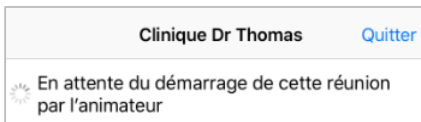
Computer

Join using Internet audio

Smartphone, tablet

Join with Video

The health professional may join the telehealth session after you.



Bienvenue à votre visite virtuelle de santé

zoom  
Quebec

Clinique Dr Thomas

Veillez attendre que votre professionnel de la santé vous admette à votre consultation virtuelle.

Please wait for your health professional to admit you to your virtual consultation.

**BE PATIENT:** Just like in a real clinic, only one patient can be seen at a time. You will be transferred to a virtual waiting room.

### 2. During the visit

- You will be able to see and communicate with the health professional.
- The health professional will be in a private room. If not, he must inform you.

#### Be prepared:

- ✓ The health professional can ask you to confirm your identity or to show your health insurance card.
- ✓ He may ask to see a specific part of your body (for example, a wound or your ankles) as if you were seeing him in person.

### 3. After the visit

- The health professional will give his recommendations.
- He can also forward a prescription to your pharmacy, as needed.
- A follow-up or in-person meeting may be required.

### 4. Ending the meeting

- The health professional can end the Zoom meeting.
- You can also leave the meeting by clicking the **Leave** button, shown on the lower right corner of the screen.

Leave Meeting