

Telemedicine Zoom Appointments with UHS Health Care Providers

UHS is implementing telemedicine appointments using Zoom secure software that patients can download to their mobile device or computer. Patients will be able to connect with their UHS health care provider without needing to come into UHS.

Prior to Your UHS Telemedicine Appointment:

You will need to download the free Zoom Cloud Meetings App onto your device. See the instructions in Step 2 for downloading the app.

Step 1: Read and sign the UHS Telemedicine Health Consent Form.

- [Click here](#) for the consent form.
- Your health care provider will ask you for your verbal consent at the beginning of your appointment. If you have questions, you can speak with your provider.

Step 2: At least TWO HOURS prior to your first Zoom appointment, download the free Zoom Cloud Meetings App.

From your mobile device (iPad, iPhone, Android tablet, etc.), go to your App Store and download the free Zoom Cloud Meetings App onto the device you will be using.

- For Google Play, download the Zoom Cloud Meetings app here:
<https://play.google.com/store/apps/details?id=us.zoom.videomeetings>
- For App Store, download the Zoom Cloud Meetings app here:
<https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>
- For desktops (Windows or Mac), download the Zoom Cloud Meeting app here:
<https://zoom.us/support/download>

If you have technical issues with downloading and/or using the free Zoom Cloud Meetings App, write to uhscovid19@uhs.rochester.edu for assistance.

Step 3: Identify a location for your Zoom appointment.

- Go to a private, quiet, well-lit location where you are getting a good Internet connection.
- PLEASE NOTE: It is highly recommended to use Wi-Fi at your home or work. If you are meeting over a cellular network (example: 3G, 4G), this appointment will use a considerable amount of your data.

Step 4: Enter your Zoom Appointment/Meeting about 5 minutes before your appointment.

- About 5 minutes before your appointment, click on the Zoom link you received through UHSConnect. When clicking on the Zoom link, you should be on the phone, tablet, or computer you will use for your telemedicine appointment.
 - Select "Join a Meeting."
 - Then enter the 9-digit Zoom Meeting ID above.
- When you see yourself in the Zoom appointment/meeting, you have completed the steps correctly.

Zoom Directions for UHS Patients

- Wait for your UHS health care provider to arrive.