

# Preparing for your Hoag Virtual Care Video Visit

To ensure your device is set up correctly and you're ready for your visit, please complete the following steps in advance of your visit:

## 1 Choose your Device

Desktop



Speakers, Built-in or External  
Camera and Microphone

Laptop



Tablet



At least a 5.5" Display,  
Camera and Microphone

Smart Phone



## 2 Confirm Internet



1.5 mbps+

## 3 Set up your Device

Use one of these four web browsers



Internet Explorer 7+



Google Chrome



Safari 5+



Firefox

## Confirm Internet or telephone service

Download  
"ZOOM Cloud Meeting"  
FREE Application



Apple, iPhone  
or iPad (iOS)



Android

## 4 Test your Device

From one of the four web browsers:

- Go to <https://zoom.us/test>
- Select "Join" to test internet connection then follow the prompts to test your speaker, microphone, and camera

## 5 Have questions about Zoom?

Call your Hoag provider's office

## At the time of the appointment

- Locate a private space for the video visit.
- Have your Drivers License to show for identification.
- A few minutes before the appointment time, click the link you received via email to join to the visit.
- Wait in the virtual waiting room for the provider to start the visit, we will call you if necessary.
- Once the provider starts the visit, verify the provider can hear and see you. The audio & video icons should be "Active" and not "Muted".

## After your appointment

- Your After-Visit Summary will be available for review on the patient portal or you can request a hard copy be mailed from your provider.

