Hosting a Zoom Telederm Visit – PC / Laptop option

This guide will review how to host a Telehealth patient encounter via Zoom. A camera is needed (either built in or as a USB camera). Several audio paths are available as per below.

Set-Up:

1. The first time you log in, click on this link: https://forefrontderm.zoom.us and log in with your Citrix/Network credentials. Your username should include the domain of derm\

   Example:
   Username: derm\AZ1234 or derm\firstname.lastname
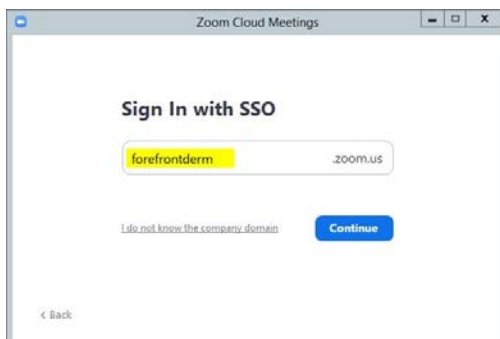   Password will be your network password.

2. After your initial sign-in on the web, the desktop Zoom Client app is available on all Citrix desktops and Forefront iPads. Contact the helpdesk for help installing if needed. Zoom Client for Meetings Download

3. When starting the first time, use the *Sign in with SSO* (Single Sign On) and use your normal Citrix/Network credentials to log into Zoom.
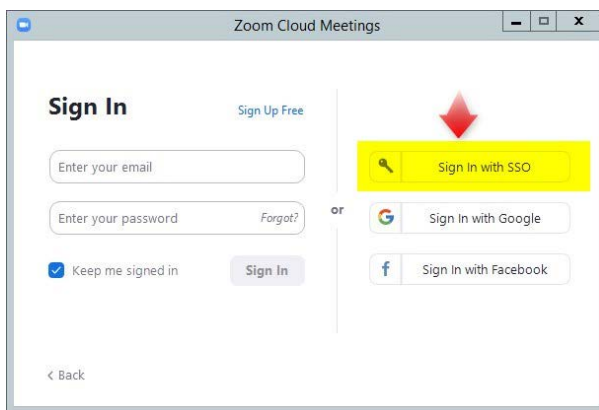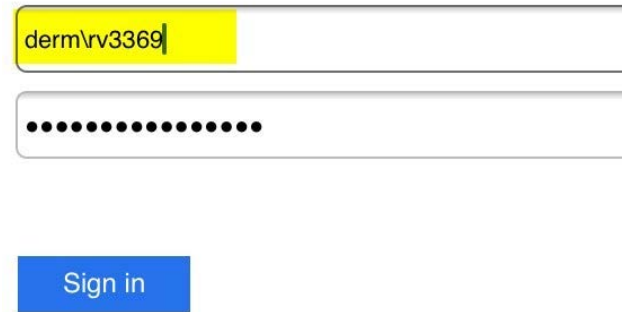
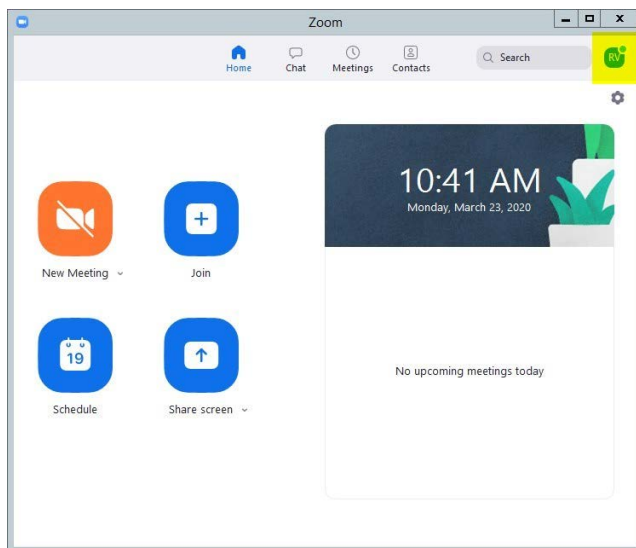4. Enter **forefrontderm** as the company domain.

Citrix credentials can be entered here (include domain of derm\ in front of username).

Forefront Dermatology
ADFS

Sign in with your organizational account

someone@example.com

Password

Sign in

Enter your user ID in the format "domain\user" or
"user@domain".

derm\rv3369

••••••••••••••••

Sign in

5. Your credentials will be remembered after that first login. You will see the main Zoom client screen, and you
    should be logged into the account.

Zoom

Home   Chat   Meetings   Contacts   Search   RV

New Meeting ⌄   Join

10:41 AM
Monday, March 23, 2020

Schedule   Share screen ⌄

No upcoming meetings today

6. Click the down arrow next to *New Meeting*, and ensure *Start with Video* and *Use my Personal Meeting ID (PMI)* are checked. Click the small arrow next to the number and go into *PMI Settings* to confirm these.
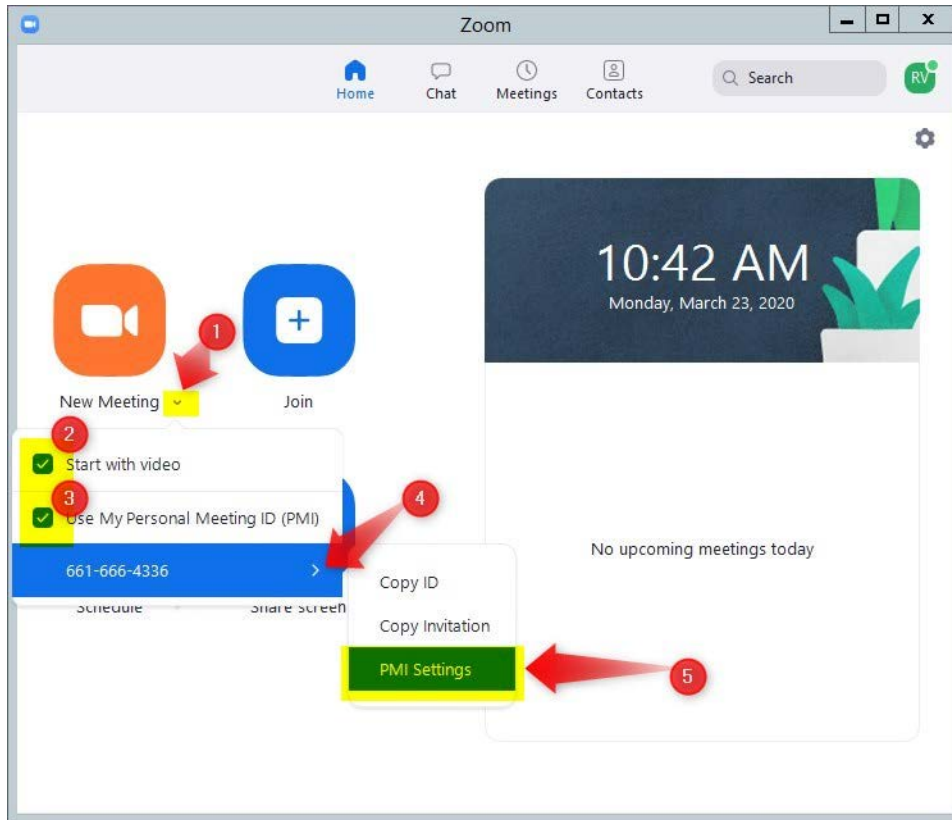

7. Confirm that the Video is enabled for the Host and Participants. Audio should be set to both to allow both telephone and computer audio. Under *Advanced Options* (you will again need to click the arrow to show them), you will want to make sure *Enable waiting room* is checked. This allows you to manage when the patients join to avoid multiple patients in the meeting at the same time.
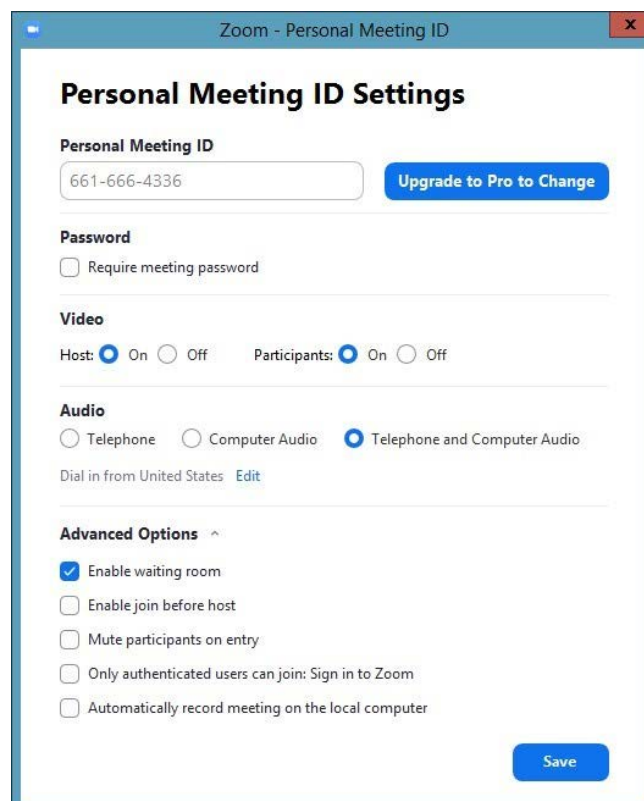
8. Use the *New Meeting* button to start the meeting. The Zoom meeting window will open, and you will be prompted with audio options. You can also change the audio options at the lower left hand screen of the Zoom window. Where the screen shows *provider* you will see your video if you have a camera connected.
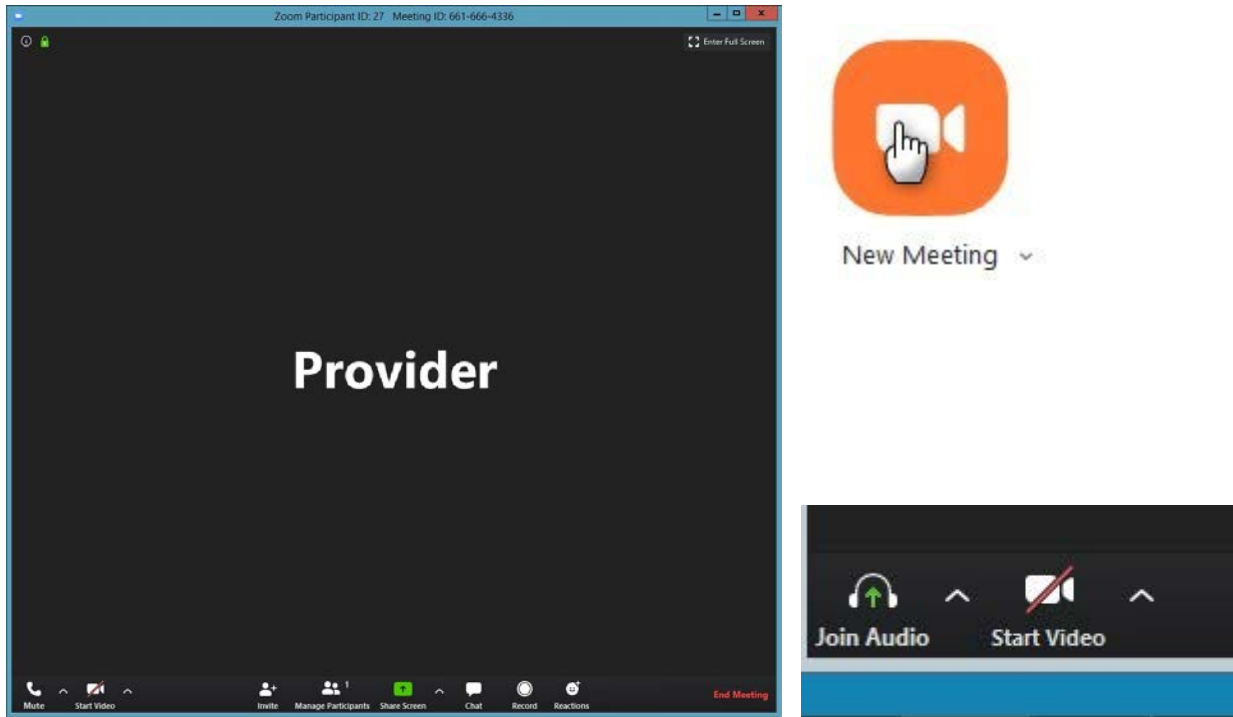
Also note the "Participant ID", you will be prompted for that as a participant and that links your video to your telephone audio. If you select Computer audio and then also dial in by phone, you will hear audio out both your PC speakers and your telephone, at a different delay, and it will sound like an echo. Using the Participant ID avoids this issue.
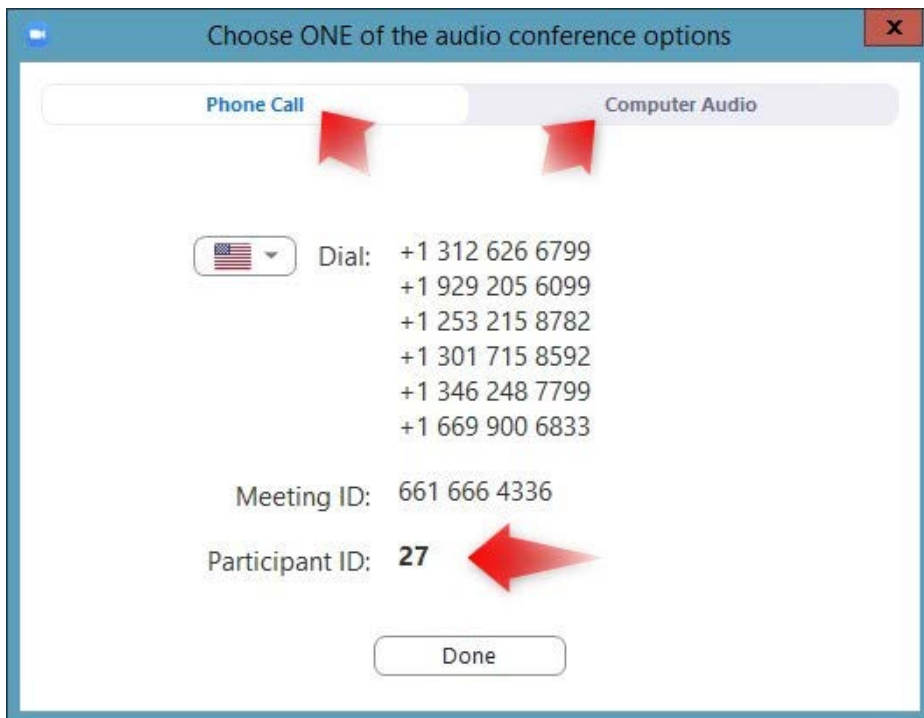
9. Upon scheduling, the patient will receive a code with your provider Meeting ID and can join a meeting using a smartphone, tablet, or webcam-enabled computer. They will be prompted to wait until the meeting host lets them into the meeting. They will also have the option to connect with computer audio or telephone audio when connected to the meeting.

10. The patient will then see the pop up to join with video.

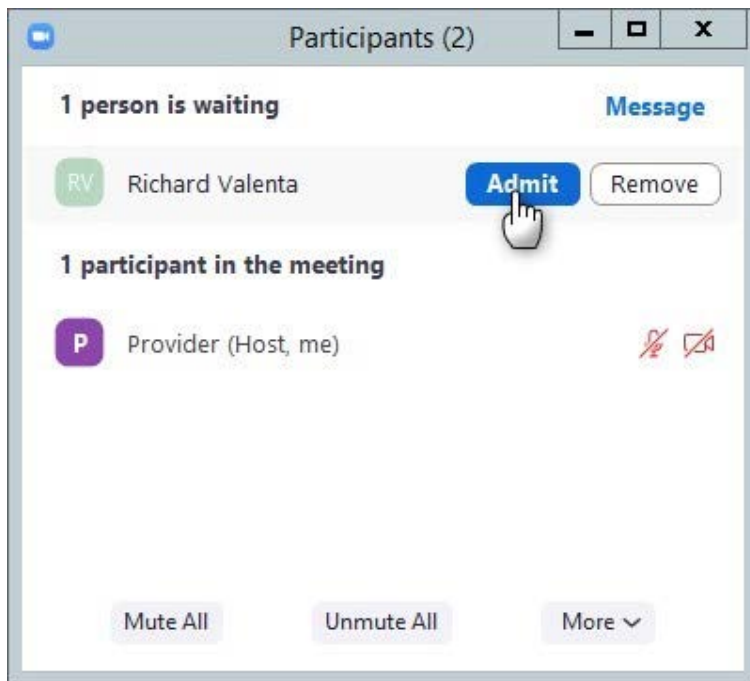11. The patient will see they are in the waiting room:
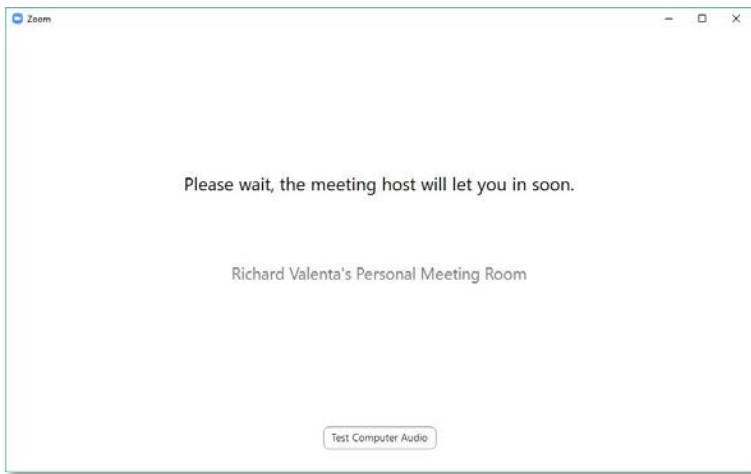
12. You will use *Manage Participants* to allow patients in and out of the meeting. This will avoid multiple patients from gaining access to your Telederm meeting at the same time.


13. You will see the following screen with the patients in the waiting room, and can admit them into the Telederm meeting by clicking *Admit.*
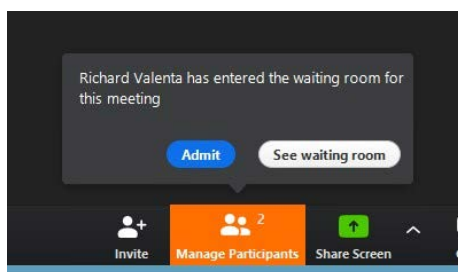
14. You will now see yourself and the patient in the Telederm meeting, and the patients' video on the screen as well as yours. The video of the currently active speaker will be visible.

15. To assist patients with video display, you can click hover over the participant name and select *More*, and then select *Ask to Start Video*
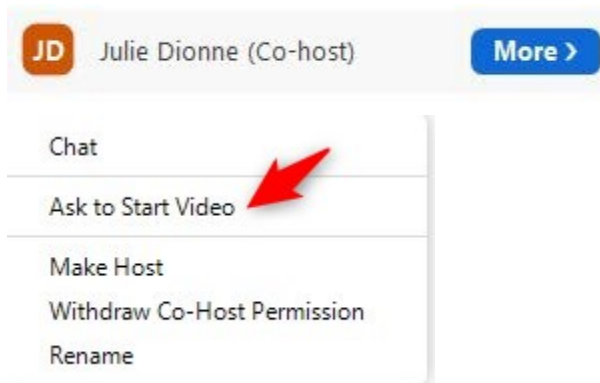
16. You can hide the self-view or pin the patient view (whichever works best for you) by right clicking on the video image and selecting those options. This will keep the video from jumping back and forth between the users. You can also rename the user and put them back in the waiting room by right clicking on their video.
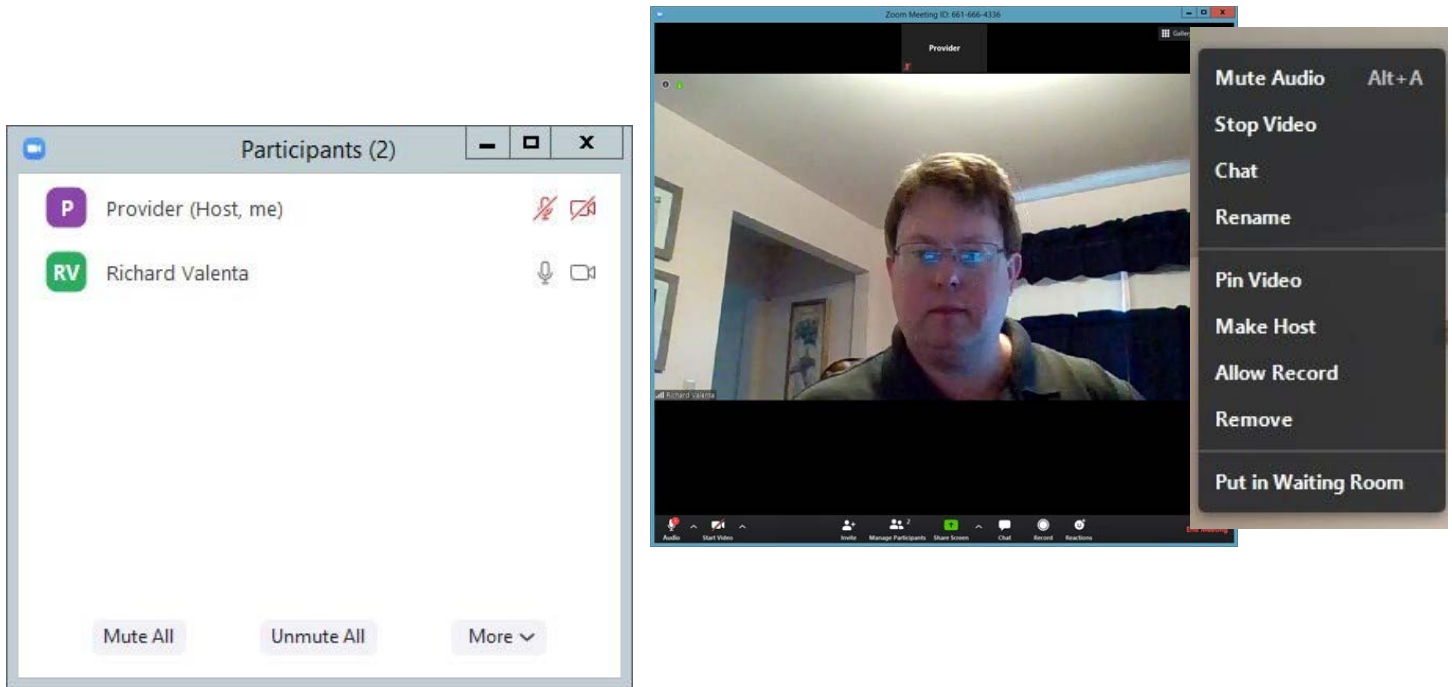
17. You may also use the Participant list to control users and send them to and from the waiting room:
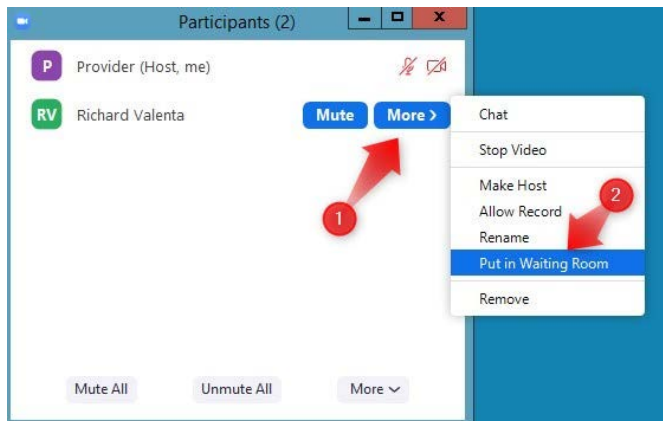

18. Another tool is the indicator on video and audio for a participant. If you look at the icons to the right of the participant pop up window, you will see an indicator. A red cross through the icon stands for missing audio or video. You will see when the participant has active audio that the microphone and camera icons will be black. Also, as there is sound from the far end, you will see the microphone icon move. You may also remove participants from the meeting when it is over.
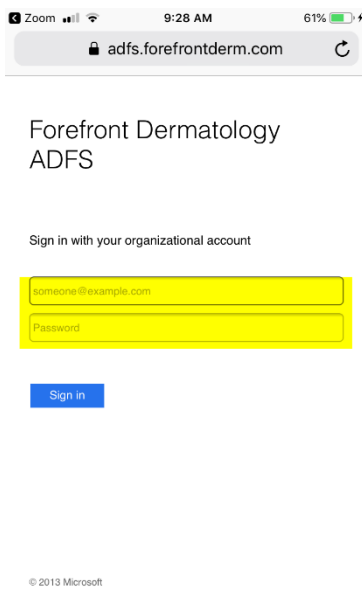
Hosting a Zoom Telederm Visit – iPad tablet option

*Reminder you <u>cannot</u> host a Zoom Meeting with a smartphone
as the waiting room feature is not available.*

1. Download the Zoom Cloud Application
    Apple devices: https://itunes.apple.com/us/app/id546505307

2. Open the App and select *Sign In* and select the SSO option.

3. Enter company domain of **forefrontderm** and click *Go*.
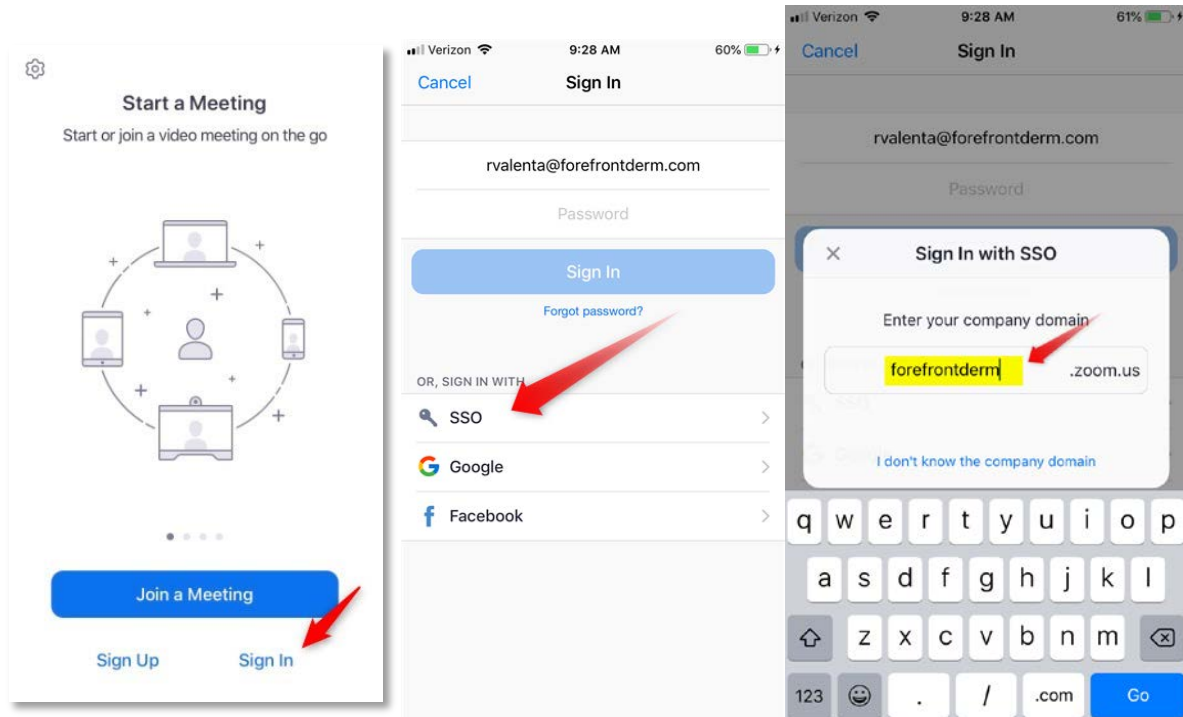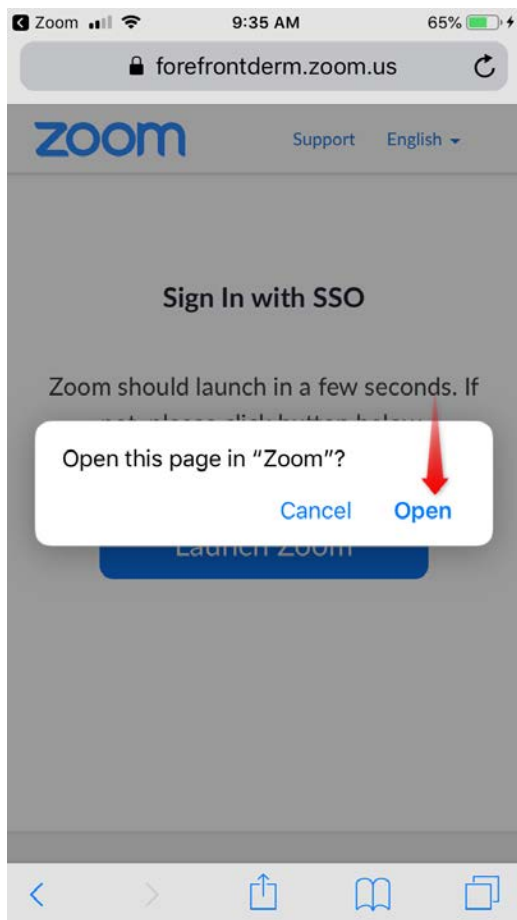

4. You will next be prompted for your username and password.
    Your username should include the domain and backslash the same that you log into Citrix with:
    derm\AZ1234 or derm\firstname.lastname
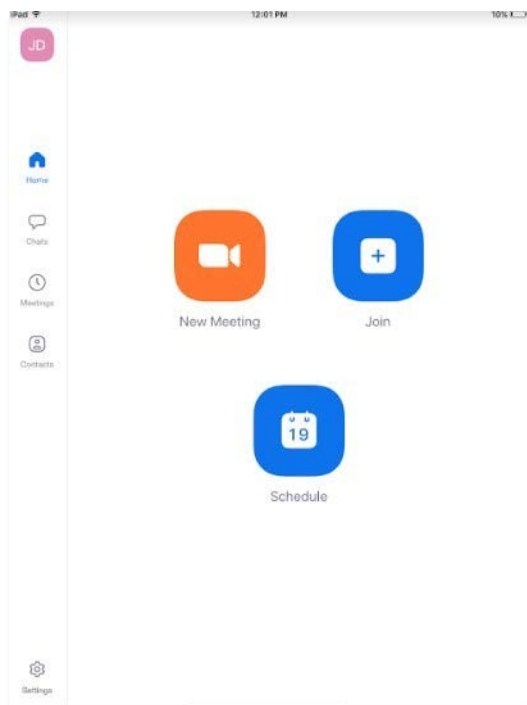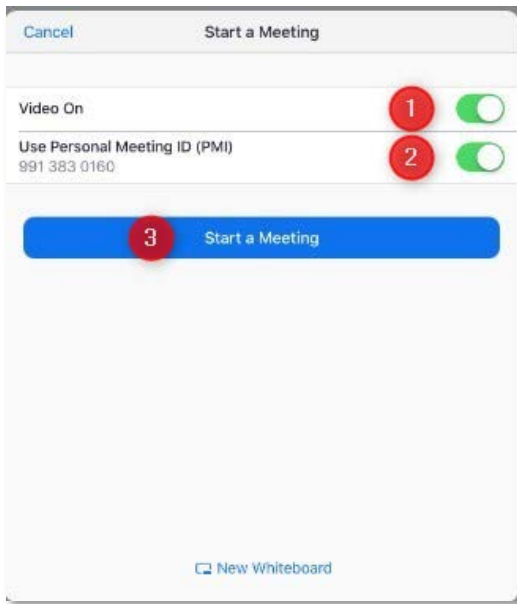   Your password will be your network password.   Then hit the "Sign in" blue button:
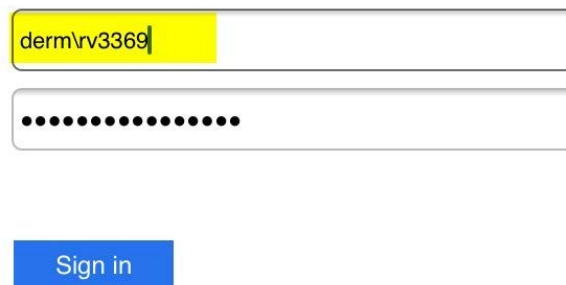
5. You will see a request to open the Zoom app after your credentials are accepted.
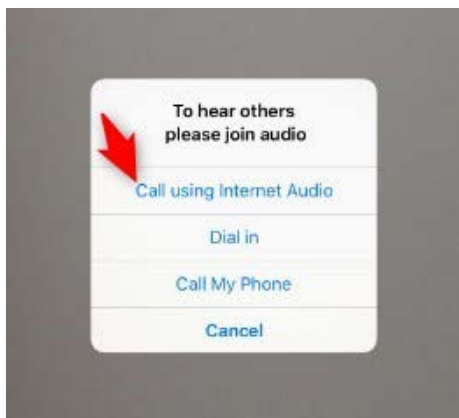

6. To begin your meeting, select the *New Meeting* Icon

7. Toggle on your *Video On* and your *Use Personal Meeting ID*, and then select *Start A Meeting*

8. Select *Call Using Internet Audio* to Join

9. You will be placed into the Zoom meeting. When your patient arrives you will receive an alert at the top of your screen to Admit from the waiting room