

## **HIGH COUNTRY NEUROLOGY INSTRUCTIONS/TROUBLE SHOOTING FOR TELEHEALTH ENCOUNTERS**

- 1. Download the Zoom app on your phone, tablet or computer ahead of your appointment (instructions will be in your confirmation e-mail).**
- 2. You will receive an e-mail invitation to your Telehealth meeting about 15 minutes before the appointment. If you do not receive the e-mail, check your “spam” e-mail folder, if you still cannot find it, please call our office at 828-262-0600.**
- 3. Click on the link in the e-mail to join the meeting a few minutes before the time for your Telehealth appointment, it may take a few minutes for our staff/the doctor to join, you will see a white screen saying “waiting on host”.**
- 4. Sit comfortably so that your phone/tablet/computer camera can see you clearly, you might try to prop your phone/tablet up so you can sit back and talk.**
- 5. Be sure you click on “Join Video”, then click “Internet connect audio”.**
- 6. Trouble shooting:**
  - a. If you can see our staff/the doctor, but not hear us, make sure you touch your screen (on your phone or tablet), then click on the red microphone to unmute.**
  - b. If you can hear our staff/the doctor, but not see us, try to leave the encounter, and go back to your invitation e-mail and click on the link to join again.**
  - c. If you are having persistent difficulties, please call our staff at 828-262-0600.**
- 7. At the end of your telehealth encounter, either please stay on if instructed to check out with our staff, or we will reach out to you by phone for check out, scheduling of any needed tests, and scheduling of follow-up appointment.**