

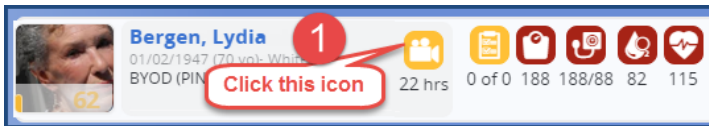
How To Conduct a Video Call

When a Patient has a tablet with video call capability, the Patient can initiate a video call request. A BYOD Patient may also request a video call from their Care Team member.

A Patient can send a video call request from their tablet and click **Now** (if urgent) or **Later**. A BYOD Patient can request a call from their mobile phone by clicking the **Request a Call** button. After a Patient sends a video call request from their tablet/mobile phone to their assigned Care Team member, a *High* or *Medium* alert video icon displays in the Patient Header in the Care Team Portal. These icons indicate a pending video call request and below the icon is the amount of time since the request was made. **Red** is high alert; **yellow** is medium alert.

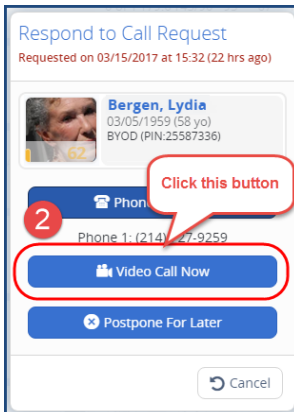
To conduct a video call with a Patient through the Care Team Portal:

1. On the **Patients** page in the Patient Header, click (for our example) the Medium alert video icon.

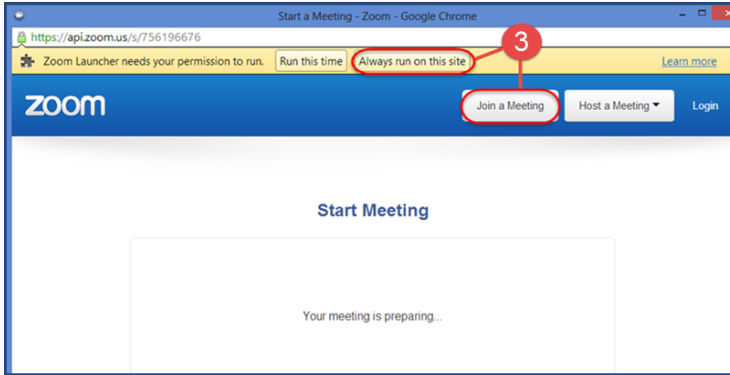


The *Respond to Call Request* window appears.

2. In the window, click **Video Call Now**.

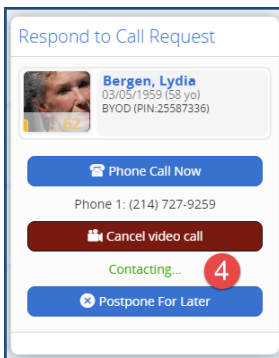


3. When the **Zoom Start Meeting** window appears initially, the “Zoom Launcher needs your permission to run” statement may appear. Click **Always run on this site**, and then click **Join a Meeting**.



Note: In Internet Explorer, the **Start Meeting** button is required to start the meeting.

4. When contact begins with the Patient tablet/mobile phone, the following screen appears (using Google's browser, for our example).




Note: If you need to dismiss the video call before contact is made, click **Cancel video call**.

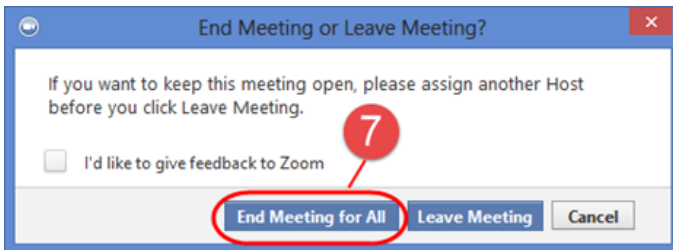
- You are notified when contact is made, and the video screen displays the Care Team member and Patient.



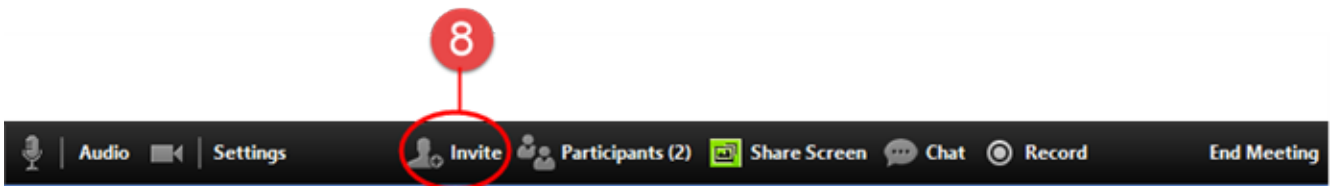
- When your call is complete, click **End Meeting**.

 **Note:** You may need to hover over the bottom of the screen to display the tool bar.

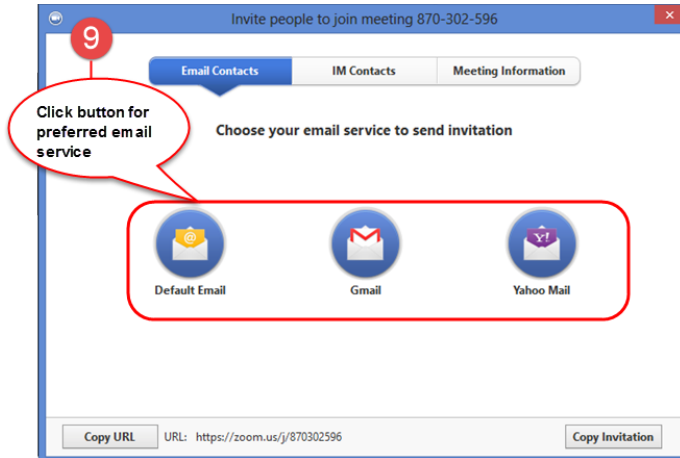
- In the dialog box, click **End Meeting for All**.



- To invite other participants to join in the Zoom meeting, click **Invite** in the tool bar at the bottom of the Zoom window.



- Click one of the three email buttons for your preferred email. Your selected email displays with the subject and body of the message entered.



10. In the **To** box, type the provider or other participant's email address, and click **Send**.

