



How to connect to your Telecare e-visit

Thank you for trusting UK HealthCare with your medical care. In order to connect with your provider, you will need to access the Zoom videoconference software.

You can connect with a computer, a smartphone or a tablet. The device you use must have a camera, and microphone and speaker, and must connect to the internet. We suggest that you connect from a private, secure place, and you must be physically within the borders of Kentucky to complete the telehealth appointment.

In your appointment confirmation email, you received a weblink. That is what you will need to connect to the provider.

Using a tablet or smartphone

1. Using a tablet or smartphone you must **download** the **Zoom** videoconference meetings app from the Apple App Store (iTunes) or the Android Play Store. This is a free download.
2. Once the app is on your device, **exit the Zoom screen** and **go back to the email** with the weblink.
3. **Click on the weblink.** It will ask if you want to open this page in Zoom, **select Open.**
4. It will ask for your name, please **enter your first and last name**, then **press continue.**
5. It will then ask for the following permissions. **Press OK** for the following
 - a. **Camera, then Join with Video**
 - b. **Microphone**
 - c. **Notifications**
6. You have now entered the **virtual waiting room.** The provider will join you as soon as they are available. Please note that if the provider connects and you are not logged in or at your device, they will move to the next patient. They will check back one more time. If you are still not present, they will end your visit and you will get a cancellation email.
7. **Once your provider joins** the meeting it will prompt how you want to hear others. **Select Call using Internet Audio** and the visit will begin.

Using a computer

1. Your appointment confirmation email will contain a weblink for the Zoom connection.
2. **Click on the weblink** or copy and paste into your internet browser. This will automatically place you in the **virtual waiting room.**
3. When prompted for the following, **select:**
 - a. **Join with Video**
 - b. **Call using Computer Audio**

Zoom training video: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

Zoom controls training video:

https://www.youtube.com/watch?v=4w_pRMBEALE&feature=emb_rel_end

Questions or Problems, call 859-257-6404 M-F, 8am-5pm