

## Telemedicine Video & Audio Tip Sheet

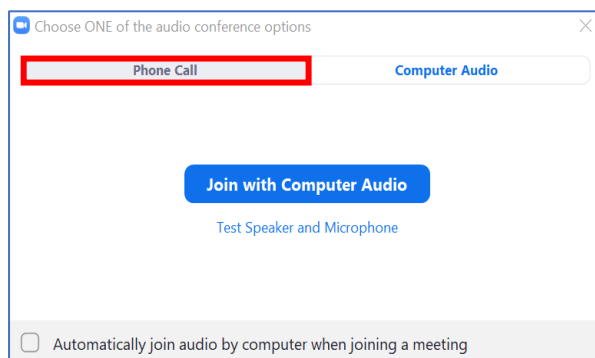
Telemedicine Video Visits require an adequate amount of bandwidth for the best video/audio quality. Here are some helpful tips that will better prepare you for your Telemedicine appointment:

- Suspend internet use on all other devices on your network to ensure no other activity requiring bandwidth is taking place during your appointment. This includes using any type of streaming service (Netflix, Hulu, Apple Music, etc.) or downloading any large video or audio files.
- Verify your connection speed by going to <https://www.speedtest.net/>. Your download speed should be at 50 mbps.
- Audio issue can also be resolved by using your cell phone to connect the audio for your video appointment. This applies to patients who are **not** using their phone as the primary device for their appointment.

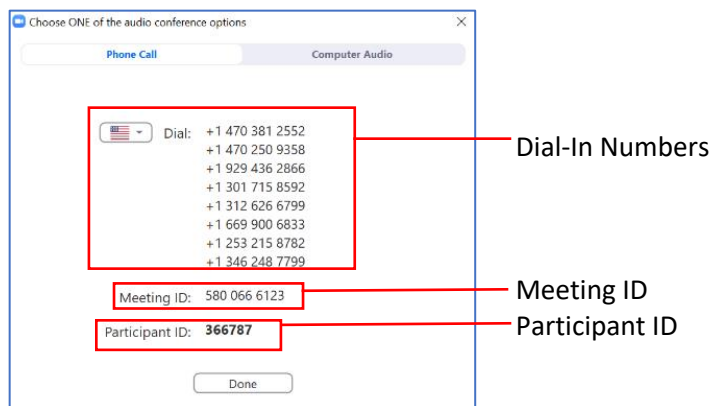
To connect to audio by phone **before** your appointment:

**Step 1)** after clicking your appointment link, the following message box will display.

Select the “Phone Call” tab at the top of the message box

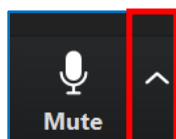


**Step 2)** Use a phone to dial in to your appointment by phone using one of the provided dial in numbers. You will be instructed to enter the Meeting ID and the Participant ID.

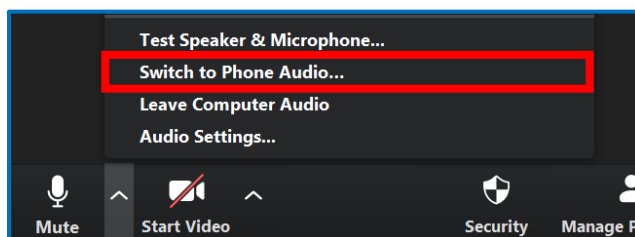


To connect to audio **after** your appointment has begun:

**Step 1)** In the bottom left corner of your Zoom window, click the white upward facing arrow beside the microphone icon:



**Step 2)** Click "Switch to Phone Audio"



**Step 3)** Use a phone to dial in to your appointment by phone using one of the provided dial in numbers. You will be instructed to enter the Meeting ID and the Participant ID.

