

## Scheduling a Zoom Stoma Marking Visit w/ Rachel

### **Review with the patient:**

- Patient must be located in the state of California at the time of the visit.
- There must be a video component to the exam. Phone calls and audio-only meetings cannot be used.
- Patients should have the education materials available during the visit.
- Patients can use a smartphone, tablet, laptop or desktop with webcam.
  - If Mobile phone/tablet used ask them to download “Zoom Cloud Meetings” from the app store
  - If using a laptop or desktop make sure they have a webcam
  - If they either can’t download the app or do not have a webcam, they are not a good candidate for the video visit.
- Video Visits are billed as an in-person clinic visit. Deductibles and co-pays still apply.
- If you experience technical difficulties and cannot resolve them even after visiting the Zoom Support Center, **contact the clinic** to reschedule or convert your Video Visit to an in-person appointment.
- To avoid additional charges from your cellular provider, use a **Wi-Fi connection** for your Video Visit.
- During your Video Visit, be in a location that is private, quiet, and free from distractions.
- Please ensure you have a “buddy” present at the time of the meeting. The meeting will require some camera adjustments and a good view of your abdomen, so having a friend or spouse present would be helpful.
- Test your webcam’s or mobile phone camera’s quality and lighting to ensure that the practitioner can easily see for purposes of ostomy-marking
- Wear typical attire, especially pants with a normal rise to ensure that pant indentations do not interfere with the stoma as it is marked

### **Scheduling in Apex:**

- Use “Video Visit” Visit Type
- Complete all normally required registration steps (insurance confirmation, TACOs, etc.)
- Schedule for 60 minutes
- Send a Mychart message to patient with dotphrase: .videovisitmychartinstructions (see message details below)

### **Video Visit Mychart message:**

Dear \*\*\*

We have scheduled a Video Visit for you:

Date: \*\*\*

Time: \*\*\*

With: Rachel Eck, NP

Meeting ID: [Insert Rachel’s Meeting ID] → 408-650-2665

Prior to your visit:

1. Please follow the instructions in the Video Visit Patient Guide for your device.

To set up your smartphone or tablet, view this guide: <https://ucsf.box.com/v/video-visits-smartphones>

To set up your Mac or PC, view this Mac/PC guide: <https://ucsf.box.com/v/video-visits-Macs-PCs>

2. Prepare your smart phone, tablet, or computer by joining this test meeting: <https://zoom.us/test>

3. On the day of your visit:

On your smartphone, open the Zoom app, click "Join a Meeting" and enter Provider's meeting ID number.

On your computer, go to <https://zoom.us/join> and enter the provider's meeting ID number.

You will be placed in a virtual waiting room until the clinician joins the meeting.