Telehealth Video Visits

Your care team is here for you to provide safe, convenient, high-quality care. For efficiency and convenience, we will conduct your visit via telehealth technology. This will allow you to have meaningful interaction with a care provider from the comfort of your home.

You will connect with your provider from your smartphone, tablet or computer using Zoom teleconference technology. You will receive all the information you need to prepare for and connect to your appointment in MyChart. Your provider may become available for your visit earlier than scheduled. If so, a member of our care team will call you. Please be prepared to receive such a call, and have your device ready, up to 60 minutes before your scheduled appointment time. Whether or not you receive a call, at the time of your appointment, join your visit through MyChart. Go to the Visits section of MyChart and click Appointments and Visits.

Then click your telehealth video visit followed by the Begin Video Visit button.

Preparing for your visit

We believe you will find your telehealth visit convenient and effective. Please review these commonly asked questions and prepare your device for your visit.

What do I need to conduct a Zoom session?
- Internet access
- A device – laptop, phone, tablet or computer – with audioconferencing and videoconferencing functions (i.e., a camera and speaker)
- Installed Zoom app or access to **zoom.us**
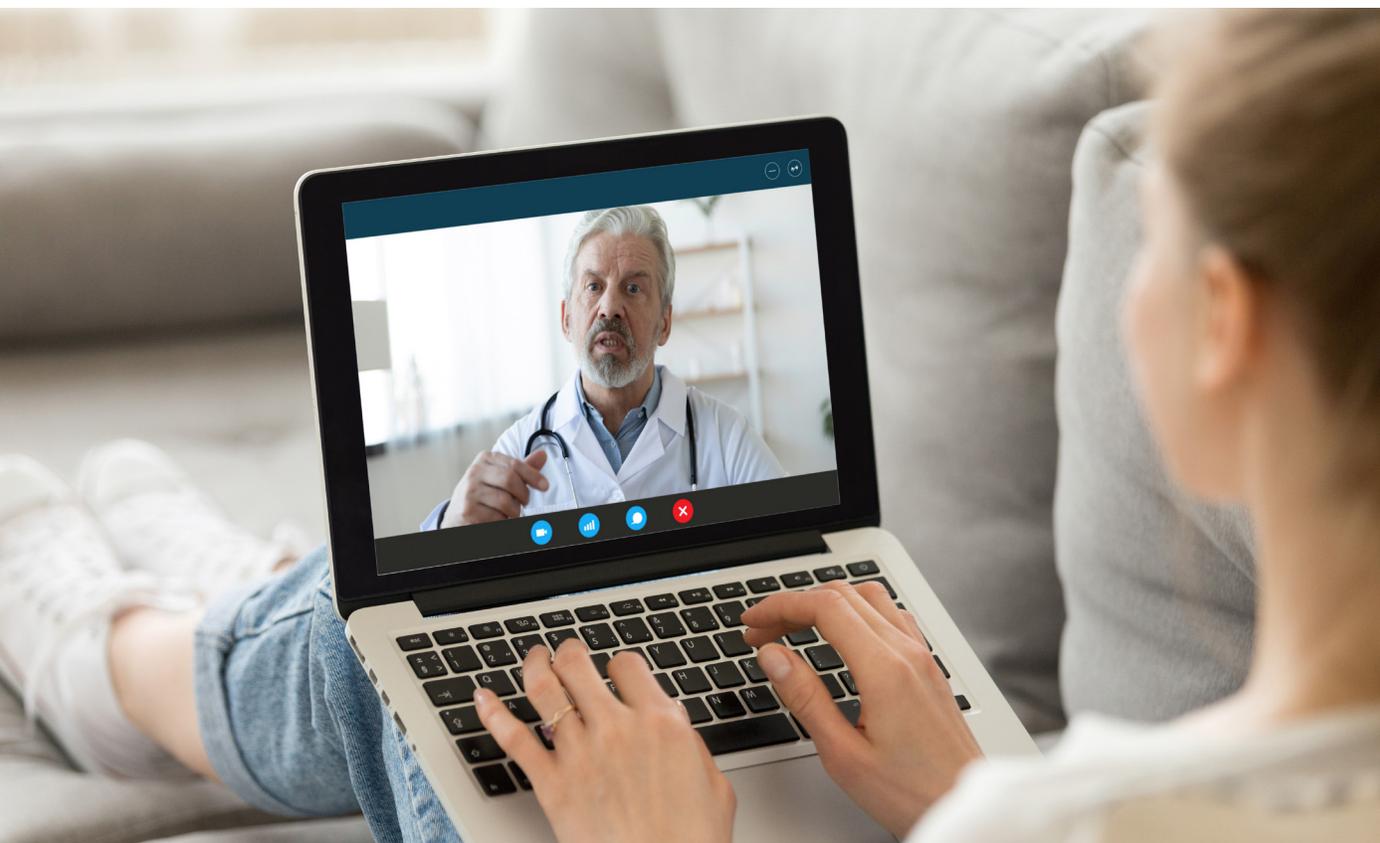
How do I install Zoom?

Zoom for Android phone

- Open the Google Play Store on your device.
- Search for Zoom Cloud Meetings.
- Locate and tap the entry by zoom.us.
- Tap Install.
- Read the permissions listing.
- If the permissions listing is acceptable, tap Accept.
- Allow the installation to complete.

Zoom for iOS phone/tablet

- Tap the App Store icon on your device.
- Tap Search at the bottom right of your screen.
- Enter Zoom in the search text box.
- Select Zoom Cloud Meetings from the available app choices.
- Tap Get.
- Tap Open.

Zoom for Windows and Mac

- Visit Zoom Download Center: **zoom.us/download**.
- Click Download below Zoom Client for Meetings.
- Click and Open the downloaded file. It is typically saved to your Downloads folder.
- Follow the prompts to install the application on your computer.

Can I test my device before my appointment?

- Test your device's video and audio in a test meeting at **zoom.us/test**.
- Please also adjust your device settings to allow pop-ups, ensuring any pop-up blocker features are turned off.

Can I invite a family member or caregiver to join my telehealth appointment?

- If you are the parent or guardian of a minor or the caregiver of a loved one, you can request proxy access to their MyChart to participate in their telehealth appointment. Visit **kansashealthsystem.com/mychart** for more information.
- To invite others to join your scheduled telehealth appointment, enter your scheduled visit in Zoom, click Participants and follow the prompts. Step-by-step details are available at **kansashealthsystem.com/telehealth**.

Protecting your privacy

To protect our patients' security during Zoom telehealth visits, our team:

- Optimized our Zoom account settings for security in patient/provider meetings.
- Ensured HIPAA-encryption with a licensed Zoom account, which offers increased security in comparison to commonly used free Zoom accounts.
- Thoroughly explored cybersecurity when evaluating Zoom as our potential platform.
- Validated that Zoom is recognized among the industry's safest online meeting platforms.
- Added a second password for the Zoom sign-in process if the patient accesses the meeting in ways other than clicking the unique link we provide via MyChart.
- Continues ongoing dialogue with our Zoom representatives to ensure our organization is doing everything possible to proactively address and safeguard against potential cybersecurity threats.