

# Temescal Creek Medicine Telehealth Visit Instructions

We are pleased to offer telehealth visits. We use HIPAA compliant Zoom for these visits.

You can join the meeting on a mobile device (smartphone or tablet). We have found this is the easiest way to connect. You can also use your laptop or desktop with audio/visual capabilities. Depending on the device you will be using for this visit, please follow the instructions below to join the visit.

## **For mobile users:**

- Prior to your visit, please install the Zoom application on your device:
  - [iPhone/iPad](#)
  - [Android](#)
- At the time of your visit, enter the meeting ID for your visit provider
  - You should have received a patient portal message or email with the Providers Meeting ID. If not please call our office at 510 230-2372
- You will be brought into our virtual exam room and admitted by the provider into the meeting

## **For desktop/laptop users:**

- Your device needs to have video and audio capability.
- At the time of your visit, click this link below to be routed to [Zoom](#) and enter the meeting ID to join
  - You should have received a patient portal message or email with the Providers Meeting ID. If not please call our office at 510 230-2372
- A pop up will automatically begin the download of the Zoom program. If the download does not begin, click the download or launch link on the screen.