

**IF YOUR INSURANCE REQUIRES YOU TO PAY A COPAY, YOU WILL BE BILLED FOR IT.**

**A Nurse will contact you prior to your appointment to get your information.**

Medcorps Telemedicine setup - **On Your Phone**

**Prior to your appointment**

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1. You will receive an email with your scheduled appointment and a link to begin your telemedicine appointment.
2. First, you'll need to download the "ZOOM Cloud Meetings" app. There are a couple ways to download the app.
3. Click on "Join Zoom Meeting" link in the confirmation email you received. Follow the prompts to install the app.
4. Use your phone's camera
  - a. Hold it up to the QR code (see below) for your phone.
  - b. Open the link to the app when prompted.



**IPHONE 6 AND  
NEWER**



**NEWER ANDROID  
PHONES**

5. If your phone does not open the link, go to app store for your phone and download the app. Download and install the "ZOOM Cloud Meetings".



6. You do NOT need to create a Zoom account
7. If you have questions, please call our office 856-352-6572

## 15 minutes before your appointment

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1. Make sure you're in a well-lit room.
  - a. Don't have any bright lights behind you.
  - b. Make sure your face can be clearly seen.
  - c. Please make sure your phone or mobile device is fully charged or plugged in.
  
2. Open the email with your appointment information.
  - a. Select the link "Join Zoom Meeting".
    - i. If you receive a "redirect" notice, select the link sending you to a new page.
    - ii. If prompted, Select "open link in App".
    - iii. If prompted, Enter your name.
  - b. Select "Join with Video".
    - i. Allow the Zoom app to access your camera and microphone.
    - ii. Allow for notifications.
  - c. If you join the appointment before the Doctor, you will have to wait for the provider to join the conversation.
  - d. When the doctor accesses the call, select "Call Using Internet Audio".
  - e. You might have to select "Join with Video" again.
  
3. You will now be connected to the Doctor.
  - a. Touch anywhere on your phone to change settings.
  - b. Swipe right to mute your device and swipe left to rejoin the conversation.
  
4. When done click Leave.
  
5. If you get disconnected before the end of your appointment just follow step 2.

## Medcorps Telemedicine setup - **On Your Computer / Laptop**

### **Prior to your appointment**

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1. You will receive an email with your scheduled appointment.
  - a. Attached will be instructions that will help you prior your appointment.
2. Click on “Join Zoom Meeting” link in the confirmation email you received. Follow the prompts to install the app.
3. Download the “ZOOM Client for Meeting” program and install.



4. If you have questions, please call our office 856-352-6572.

### **15 minutes before your appointment**

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1. Your Computer or Laptop must have a webcam connected to the device.
2. Make sure you're in a well-lit room.
  - a. Don't have any bright lights behind you.
  - b. Make sure your face can be clearly seen.
  - c. Please make sure your laptop is fully charged or plugged in.
3. Click on the “Join Zoom Meeting” link in your email.
4. Wait for Zoom to launch.
5. If needed, run through audio / video test.
6. Enter your name.
7. Click “Join Meeting”.
  - a. Click “Join with Video”.
  - b. Click “Join with Audio”.
8. If you join the appointment before the Doctor, you will have to wait for the provider to join the conversation.
9. When done click Leave.
10. If you get disconnected before the end of your appointment just follow step 3.