



SHARMEL KASTEN, DO
FAMILY MEDICINE

TELEMEDICINE VISIT SET-UP

- You must have EMAIL ACCESS from a COMPUTER, iPHONE, iPAD, or ANDROID.
- 2 DAYS BEFORE your TELEMEDICINE APPOINTMENT, you will receive an EMAIL confirmation containing a LINK that you will later use to begin your visit. Using the device you plan to use for your telemedicine visit, CHECK YOUR EMAIL & SAVE THE EMAIL to be accessed again at the time of your visit. If you have not received an email, notify our office ASAP at (559)483-9911.

AT LEAST 24 HOURS BEFORE YOUR APPOINTMENT...

- OPEN EMAIL on your device

Click on the LINK

then click on JOIN SESSION

this takes you to an IMPORTANT INFORMATION page

DOWNLOAD and install the telemedicine application plug in (aka ZOOM CLOUD MEETINGS)

ALLOW Zoom to ACCESS CAMERA/MICROPHONE

Return to the IMPORTANT INFORMATION page

Now CLOSE the EMAIL, but be sure not to delete it. SAVE this EMAIL to be accessed again at your appointment time.

.....**SEE NEXT PAGE** for directions on the day of your TELEMEDICINE VISIT.....



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10 MINUTES BEFORE YOUR APPOINTMENT TIME...

- Open your EMAIL appointment reminder
Click on the LINK provided in the email
Click on the BLUE ARROW
Click on the box saying I AGREE to terms
TYPE in the box the REASON FOR YOUR VISIT
(ex: lab results, diabetes, anxiety)
Enter WAITING ROOM

- Your PROVIDER will join the meeting ASAP
when she joins, you will be prompted...
...the doctor is waiting...
select JOIN MEETING
select JOIN WITH VIDEO
then select CALL USING INTERNET AUDIO

...NOW YOU SHOULD BE ABLE TO SEE & HEAR YOUR PROVIDER!

🙄 if not...**TROUBLESHOOT**...!!

- On iPhone/iPad/Android...
Tapping your video screen during your telemedicine visit should trigger a pop up of controls along the bottom of your screen that allow you to turn on/off video access & volume/mute.
On a Computer..you should see these controls along the bottom of your video screen.
USE THEM to turn VIDEO ON/OFF or MUTE/UNMUTE your device.

- NO VIDEO
go to SETTINGS on your device
then PRIVACY SETTINGS
then CAMERA SETTINGS
-turn CAMERA ON for ZOOM

- NO AUDIO
adjust the VOLUME SETTING on your device as needed.