

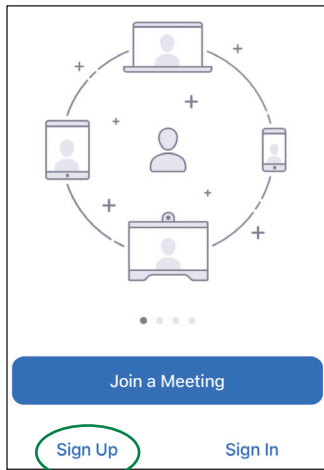
# Video Visit Instructions

Thank you for choosing Lexington Medical Center to meet your health care needs. Your provider may now be using video visits as a convenient alternative to office visits. Your video visit may take place using Zoom, FaceTime or Google Duo:

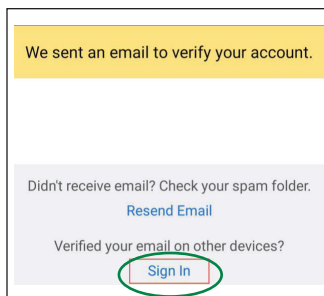
## Using Zoom:



- Search for Zoom in your App Store and download.
- Once installed, click to open.



- Click **Sign Up** to create an account.
- Use a valid email account to which you have access. Agree to terms.*



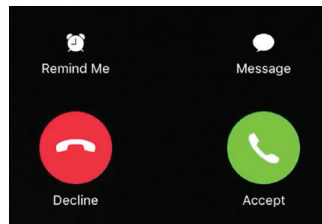
- Before your visit begins, you will receive an email from your provider. Click the link in the email below **“Join Zoom Meeting.”**

- You will receive an email to activate your account.
- Create password.
- Click **Sign In** from the device you will use to communicate with your provider.

## Using FaceTime:



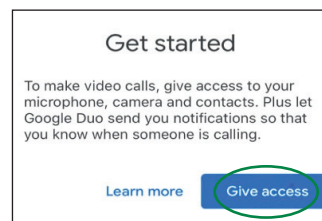
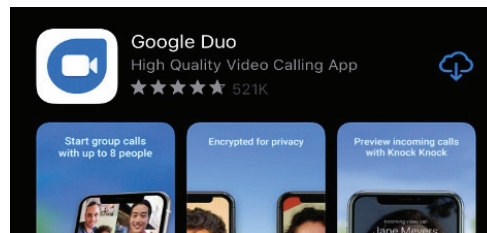
- Your provider will call your mobile number at the time of your visit.



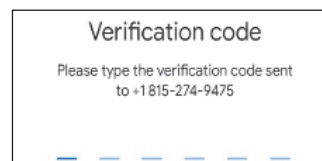
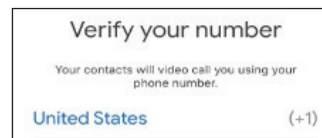
- FaceTime is installed on all Apple devices, so you do not need to download any software.

- Click the green **“Accept”** button on your device to accept the incoming call and begin the video.

## Using Google Duo:



- Click **Give access** to allow Google Duo access to your camera and microphone for video calling.



- Search for Google Duo in your App Store and download.
- Once installed, click to open.
- Enter your phone number then a **6 digit** verification code.
- **You are Ready!** In Google Duo, dial \*67 then the 10 digit phone number to block caller ID if desired.

## General Tips:

- **Complete a test run.** If interactive technology like Zoom or FaceTime is new to you, try it with a family member or friend prior to your first visit. If using Zoom, be sure to enable your video.
- **Find a private, quiet space before your video visit.** Limit background noise such as TVs or side conversations. Check your lighting and sound.
- **Look at your device screen** to make sure you are in front of the camera and see yourself on screen.
- **Unmute your device.** Avoid wearing accessories that create sound interference.
- **Dress appropriately.** When your provider connects to your video visit, he or she will see you and anything in the background.