

Important technology update for your scheduled Telemedicine/Virtual Visits



*EFFECTIVE 9/14/20

For Patients with Virtual Visits with Alice Peck Day Memorial Hospital, Dartmouth-Hitchcock and Cheshire Medical Center

Exciting changes to our Virtual Visits will improve your experience connecting to your appointment. Please review this information prior to your scheduled visit.

Connecting to your virtual (video) visit using myD-H and Zoom

Starting September 14, you will be able to use myD-H to connect with your Dartmouth-Hitchcock Health provider for your scheduled virtual visit. Your visit will take place using Zoom so if you do not already have Zoom, you will need to download Zoom to your device prior to joining the video visit. If you already have Zoom on your device, you do not need to download another version. You can join the myD-H Video Visit from your laptop, computer, cellphone or tablet.

IMPORTANT:

After September 14th Dartmouth-Hitchcock Health will no longer be using the SBR/VirtualVisit platform. All virtual appointments will take place using Zoom.

- ✓ Thirty minutes before your scheduled appointment, please check your myD-H account for the link to join your myD-H Video Visit.
- ✓ If you don't have a myD-H account, we encourage you to create an account for your virtual visit, as this will improve your experience.
- ✓ You can sign up for myD-H portal at www.myd-h.org. If you have questions about signing up for an account, please contact the myD-H help desk at (603) 695-2822.
- ✓ If you do not want to sign up for a myD-H account, your provider will still be able to connect with you for a virtual visit by sending a meeting link to your email or via text message up to 10 minutes prior to the scheduled appointment time.
- ✓ If you need to reschedule or cancel your appointment, please contact your provider directly.

Zoom pop up blockers have caused a slight technical issue for patients, so we encourage you to remove pop up blockers prior to your visit.

More on other side →

Please visit us at go.d-h.org/virtualvisits for additional information and helpful tips.

 Dartmouth-Hitchcock Health
go.d-h.org/virtualvisits

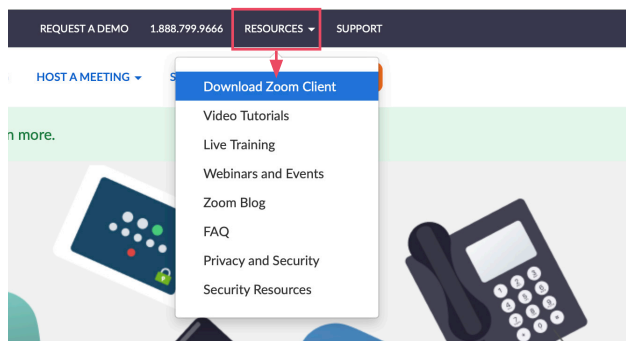
Directions for Your Upcoming Virtual Visit: How to Connect Using myD-H

Computer/Laptop

Before the Visit Setup:

More detailed instructions can be found in the appointment details of your appointment in myD-H.

1. Open your web browser (Internet Explorer, Chrome, etc.).
2. Type zoom.us and press enter on your keyboard.
3. In the top right corner of the webpage, hover over

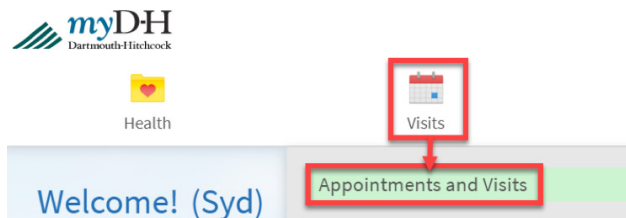


Resources and click Download Zoom Client.

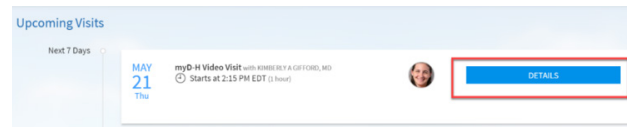
4. Within the Zoom Download Center, find Zoom Client for Meetings and click the associated Download button.
5. Follow the downloading prompts.
Note: You will not need to download Zoom for future visits.

Connect to the Visit:

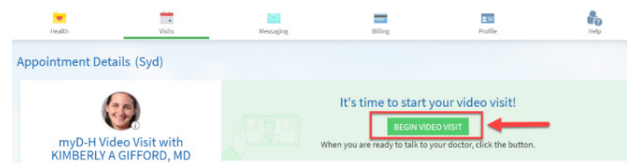
1. Sign into your myD-H account.
2. On the top of the page, hover over Visits and select Appointments and Visits.



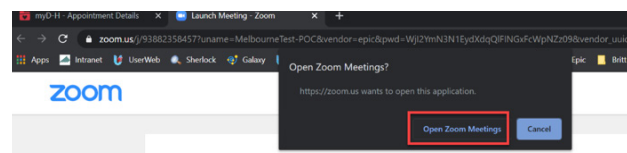
3. Within the myD-H Video Visit, click Details (this is also where you can find more detailed instructions for video visits).



4. Click the Begin Video Visit button.



5. Your computer will open your default web browser, click Open Zoom Meetings on the pop-up window that appears.



Cell Phone/Tablet

Before the Visit Setup:

1. Open the App Store or Google Play Store on your device.
2. Search for Zoom and download the Zoom Cloud Meetings app.

Connect to the Visit:

1. Sign into your myD-H account.
2. Select Appointments.
3. Select your myD-H Video Visit and tap Begin Visit.
Note: Be sure to allow Zoom to access your microphone and camera.