

Guidance for Patients

Your health is important to us, and we are using Virtual Health (telehealth) to ensure continuity of care. To participate in Virtual Health visits, your provider will send you an e-mail invitation to attend an appointment via Adobe Connect. When you receive this e-mail:



Computer users will click the hyperlink for the meeting.

- A browser window will open.
- At the **Login** page, you will log in as a **Guest**, and enter your name.
- The browser will ask if you want to open this room in the browser or with the Adobe Connect application. If this is your first Adobe Connect Meeting, use the link available at the bottom of the window to **Download the Adobe Connect Application**.
- At the next window, when asked what you want to do with the Installer file, click the **Run** button. When Installation is complete, click the **Launch Adobe Connect** link.
 - **Note:** On some systems it is easier to save the Adobe Connect **Add-In *.exe** file to desktop and then launch.
- You will return to the session window. Click on **Open in Application**.
- If your browser asks if you meant to switch apps, click the **Yes** button.
- You will receive a notice with a **Request Entry** button. Click the button to inform your provider that you have arrived.
- When your provider accepts your request, you'll enter the **Meeting Room**. Click the **X** in the tooltip window to clear the tooltips and begin the session.
- Under **Meetings** in the top menu bar, click on the **Audio Setup Wizard**. This will take a couple of minutes to run and will check your speakers and microphone for volume and quality. If you have more than one source for audio attached (e.g., built-in speakers and microphone and a headset), the setup wizard will ask you to choose which one you want to use.
- Use the top menu bar to start your microphone and webcam. Click the icons for each. If they go green, you're all set.
- You will see your webcam in the **Video Pod**. Click the **Start Sharing** prompt on the image to share with your provider. You will now see both your webcam and theirs and be able to converse.



Smartphone users can participate in Adobe Connect Meeting by downloading and installing the free Adobe Connect App for mobile devices on Google Play or the App Store.

- When you receive an e-mail from your provider inviting you to an Adobe Connect Meeting, tap the link for the meeting in the message.
- You'll be asked to open the meeting in the Connect application or in a browser. Tap **Open in Application**.
- In the next window, if you have already downloaded and installed the Connect app, click **Open Adobe Connect**. If not, first download and install the app and then open it.
- When prompted, tap the **Request Entry** button. When the provider accepts your request, you'll be taken to the **Meeting Room**.
- Tap the **Webcam** icon at the right of the screen, then tap the **Broadcast** button to share your webcam with your provider.
- Tap the microphone icon at the right of the screen, then tap the **Connect my microphone** button to converse with your provider. Use the volume slider to adjust your microphone volume as needed.