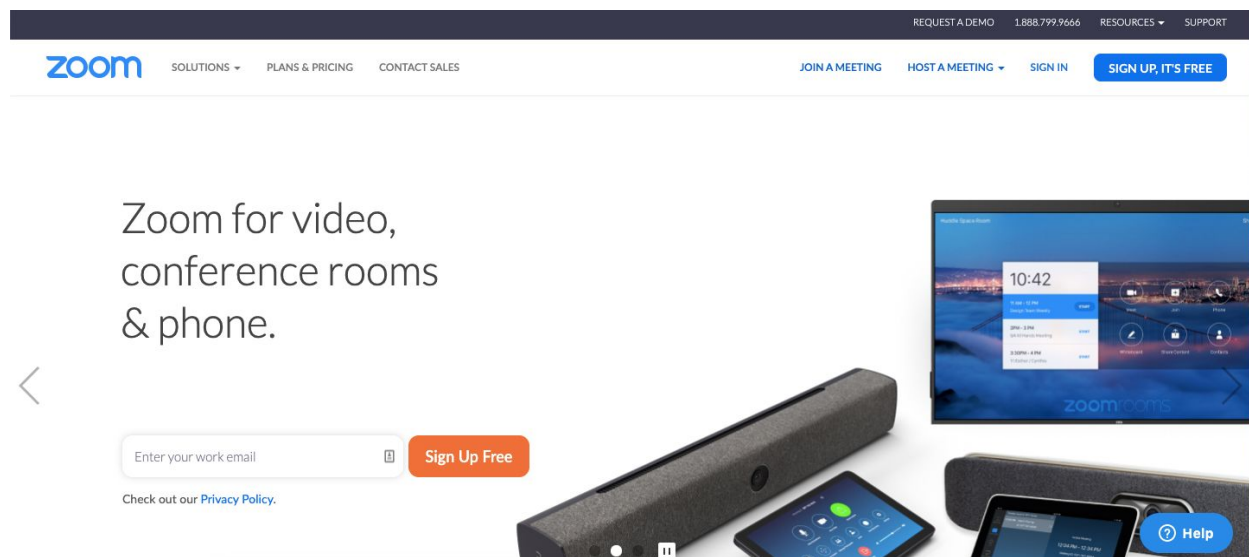


## STEP 1: Setting up Zoom

We are committed to not only using the highest quality video conferencing software available, we are also committed to keeping our sessions private and secure. Therefore, we have a HIPAA approved encrypted account with Zoom.

To connect with us online, you will also need an account. It's free for you, so go ahead and head over to Zoom.us and get that set up (use the blue "Sign Up, It's Free" button).



Once complete, poke around inside Zoom and make sure your video and microphone are working properly.

Be sure to email us to let us know which email address you've set up the account under. Shortly before your session, you will receive an invitation to join a Zoom call.

On the next page is a sample of what this invitation will look like. You will see the time and date, and also a link you can click to join the meeting. To practice making the connection, feel free to click on the link below to see how it works. You can also watch the video to the right for more information.



## SAMPLE INVITATION

Dr Mote is inviting you to a scheduled Zoom meeting.

Topic: 1:1 consultation

Time: Jan 15, 2020 12:00 PM Mountain Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/111555777>

Meeting ID: 111 555 7777

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### **STEP 2:                    Preparing for Your 1:1 Consultation with the Physician**

Since you won't be in our offices, but will still want the comfort and privacy the doctor's office affords, you will need to create this for yourself. Here are a few tips to make sure you get the most out of your virtual session.

- Find a comfortable, quiet and private location devoid of distractions where you can meet. Ideally this is a location with good lighting as well. If possible pick a location that you can use regularly for your appointments. Consistency of setting is beneficial for the counseling and storywork process.
- Turn off your phone.
- Turn on your "Do Not Disturb" settings on your computer. You don't want dings and whistles interrupting your session.
- Make sure your device is charged, and your Zoom account is set up and ready for the connection.
- You may want to use earphones for privacy and to keep out other noises and distractions.
- Treat this time just as you would if you were driving to an office to meet. Create some space for yourself before and after the session, at least 5 minutes, before re-engaging other activities.
- Be sure to access any lab tests that you anticipate reviewing with your physician. You can find these in your Elation Patient Portal. The link is <https://app.elationpassport.com/passport/login/>