

## IN the Video Visits using Zoom Technology with a Smart Phone or Tablet

Video visits allow your doctor to provide care when you can't come to the office. These are treated as office visits and may be billed to your insurance, if applicable.

See the Set-up Guide below for video visits with **Aurora BayCare Medical Center** specialists in:

Bariatric Surgery    Cardiology    General/Vascular Surgery    Gynecologic Oncology    Urology

### Using Your Smart Phone or Tablet for a Video Visit



1. From Google Play or the App Store
2. Download the **LiveWell with Advocate Aurora Health App** and the **ZOOM App**. This allows you to access your myChart account.



**LiveWell with Advocate Aurora Health App**



**ZOOM Cloud Meetings**  
Zoom

**Zoom App**

3. In the Zoom App –

Complete the Audio Setup by going to:

Settings>Meetings>Auto-Connect to Audio>Use Internet

4. Login or Create an account when prompted

Log in with your MyAdvocateAurora username and password.

MyAdvocateAurora username
password
<b>SIGN IN</b>

If you don't have an account, create an account by clicking **SIGN UP NOW**. Use an activation code from the clinic or request an activation code.

New User?
<b>SIGN UP NOW</b>
No Activation Code?
<b>SIGN UP NOW</b>

Your phone or device must have a working camera and microphone.

**PRIOR TO YOUR VISIT, test your camera and microphone at <http://zoom.us/test>**

Testing your device prior to your visit helps ensure your visit will go smoothly.

*Tips for a successful visit:*

- Go to a quiet, well lit, private room
- Do not sit in front of a window
- Make sure the volume settings are on high

### **On the day of your Video Visit appointment:**

#### **15-30 minutes before your appointment**

1. Log into your account on your phone/tablet using the ***LiveWell with Advocate Aurora App***
2. Find your scheduled appointment and click the **PRECHECK-IN** button.



*Precheck-in will ask you to verify address, phone number, medications, allergies, and health issues.*

3. **About 5 minutes before your visit. Click the “Begin Visit” button**



The Provider will then know you are available and ready to start your Video Visit.

Please note: There may be a slight delay as the provider starts the visit for the Video Visit to start.