

Attending your PCN virtual appointment using Zoom

Below are some instructions for having a virtual appointment with your PCN health care provider. Remember, your PCN virtual appointment is a private meeting between you and your health care provider. As much as you can, work to protect your own privacy when discussing your health issues.

What you will need for your virtual appointment:

- Alberta Health Card
- Computer, phone or tablet that has both a camera and sound, so you and your provider can hear and see each other
- Fast, reliable and (if possible) password-protected internet connection, such as a home wireless network
- Private space where you won't be overheard. Consider using earphones in your mobile device or computer to ensure your appointment stays between you and your provider

What you will get from your PCN health care provider

- An appointment confirmation including a link to your Zoom virtual appointment meeting as well as a meeting ID and password

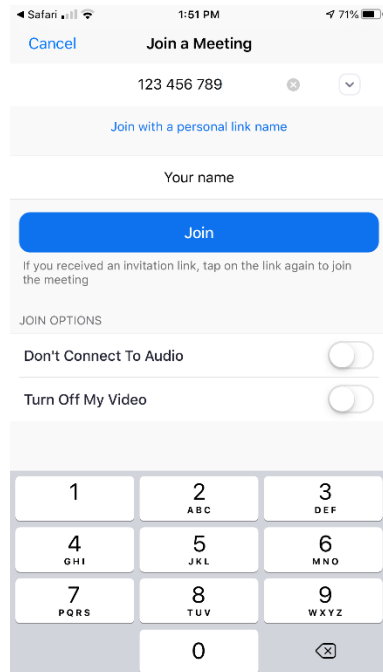
How to use Zoom

If you are new to using Zoom, please start this process 15 minutes before your appointment to make sure you are ready at your appointment time. Your provider will join you once your appointment begins.

Full instructions can be found on the Zoom website: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>.

Using iPhone, iPad or Android mobile device

1. Download the Zoom application from the [Apple App store](#) (for iPhone/iPad) or [Google Play store](#) (Android)
2. Click the link from your health care provider (sent via email)
3. Select Join Meeting
 - a. Please note: You do NOT need to set up a Zoom account to attend the meeting
4. Ensure both your video and audio are turned on



5. Enter your meeting ID and Password to join the meeting

Enter your meeting ID

Using a computer

1. Click the link from your health care provider (sent via email)
2. Your web browser – such as Chrome, Safari, Edge – will ask you to download the Zoom app for your computer
3. Follow the screen instructions to install the Zoom software
4. Click Join a meeting
 - a. Please note: You do NOT need to set up a Zoom account to attend the meeting
5. Enter your meeting ID and password

Having trouble?

- Make sure your speakers and camera are turned on/working
- Make sure the volume is set to a level you can hear
- Visit the Zoom website for more troubleshooting: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>