



# Virtual Zoom Fitting

- ***Make sure your video, audio and internet are working before your video visit.***

Use your internet to connect to audio for a best experience

- ***Log in 10-15 minutes before your scheduled appointment time to access your visit and finish the set-up process, if not already completed.***

Zoom sometimes requires an update or install in order to properly work on your device. It's great to get on early to make sure its all set-up.

- ***I have an old smartphone. Will it work?***

Zoom is supported by these operating systems:

- iOS 7.0 or later that can send and receive video using front or rear camera
- iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later, iPod touch 4th Generation, iPhone 3GS (no front-facing camera)
- iPadOS 13 or later
- Android 4.0x or later
- Kindle Fire HD

- ***How do I test my audio and video?***

Testing your audio and video means making sure these features are working. In general, all of these features should be working if you can complete video chats or phone calls.

- ***How do I change my smartphone settings to allow Zoom to access my camera?***

Every smartphone and tablet is different. If you are using an iPhone, you may need to change your settings. Go to Settings and select Privacy. Then select Camera and make sure Zoom can access your video.

- ***How long will the visit last?***

Give yourself 30-45 minutes of free time with your fitter. This just ensure there is no rush & you can ask any questions that you may have regarding products, use & care.

- ***Can my family members join my video visit?***

Yes, you can add your family members or loved ones to join the visit. After you and your provider are in the video visit, click the Participants icon at the bottom of your screen. You can then select who to invite to your visit. Once you click the Invite button you can choose to share the link by email, text or phone. After they accept, they will be able to join the video visit.

- ***Is Zoom HIPAA compliant?***

Women's Health Boutique(WHB) must comply with the Health Insurance Portability and Accountability Act (HIPAA) regulations, & because WHB and Zoom have entered into a business associate agreement, Zoom is required to apply the same protections to patient health information (PHI) shared by WHB under the scope of the agreement.

- ***Is it secure? I've read about recent privacy and security issues with Zoom in the news. How do I know that my telehealth session is secure and private?***

To ensure your privacy and security, video visits are encrypted and not recorded.

Using Zoom with Women's Health Boutique is different than using it for a regular meeting because Women's Health Boutique uses Zoom's health care platform. There are additional layers of security because you are using it within our secure electronic health record. Each video visit uses a unique meeting number. This greatly reduces the ability for someone to access these visits.

In addition, Women's Health Boutique has conducted its own security assessment of Zoom's health care platform. This assessment goes beyond HIPAA requirements and incorporates multiple security frameworks.

- ***What if I get disconnected during the visit?***

- If the connection is lost but you can still see your video, the provider may be able to rejoin soon. Keep the video connection active and do not close the video window.

- If you lose your connection, restart the video visit following the steps above. You may be placed in the virtual waiting room until the provider is able to restart the video visit as well.

- If the video visit cannot be restarted, your provider will call you to complete the visit or provide further instruction. Be sure to be near the phone that you gave us as your contact number.