UW Medicine | TELEHEALTH

远程看诊
什么是远程看诊，进行方式以及如何设置设备

目录

在远程看诊时，患者和医疗提供者可以在电脑、平板电脑或智能手机上看到对方。

关于远程看诊

远程医疗看诊是一种当患者不能到诊所看病时，获得所需医疗服务的方式。华大医学的远程看诊使用一种名为Zoom的视频会议服务。

有关Zoom

Zoom可以让使用者看到并与远处的人交谈。它可以在电脑、平板电脑或智能手机上使用。

Zoom是免费使用的。也不需要创建帐户。

患者的安全及隐私

患者的远程看诊是安全、隐密和可靠的。患者的照片和声音不会被记录或存储。所有资讯都会受到保护，就像在诊所与的医疗服务提供者见面一样。Zoom符合医保隐私及责任法案（HIPAA），该法案保护健康的隐私。

如何为远程看诊做准备

- 在第一次远程看诊前，请先在设备上设置Zoom。
- 需要有：
  - 一台电脑、平板电脑或智能手机，有一个面向患者的摄像头，这样医疗提供着就可以看到患者了。
  - 互联网连接
- 如要检查网络的连接，请访问zoom.us/test 网站。

如有疑问

- 如需要帮助来设置Zoom ，请致电206.520.5100联系我们的服务台。
- 要了解华大医学院远程医疗的详情，请访问我们的网站：*www.uwmedicine.org/virtual-care*

使用智能手机或平板电脑做远程看诊

在第一次远程看诊前

第 1步 ：下载Zoom的应用程序

- 从苹果应用程序商店 App Store或Google Play下载Zoom Cloud Meeting。（如有提示请升级。）如在以后的看诊都使用相同的设备，应该不必重复此步骤。但如使用不同的设备，则需要重新进行设置。

- 如要在Zoom会议的期间一直看到控制工具栏；请依照下列步骤：

  1. 点击设置图标（齿轮）。

  2. 点击 "会议"
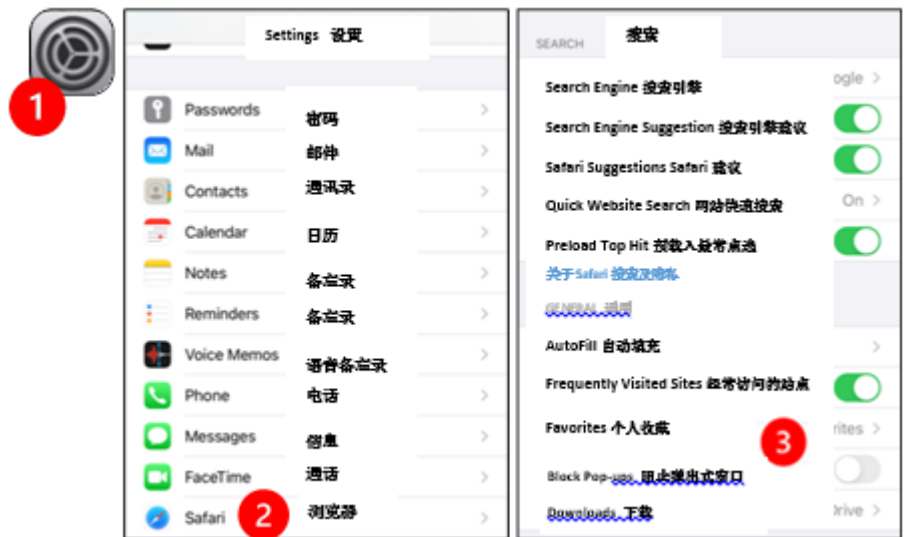
  3. 始终显示会议控件

在医疗提供者参加会议之前

第2步：为看诊安排一个安静的空间

- 给自己至少15分钟的时间进行设置和连接。

- 确认所用的设备已插上电源或充满电。

- 坐在一个有良好照明的安静的环境里。

- 如可能，找一个私密的地方进行门诊。如附近有其他人，可以使用耳机来保护隐私。
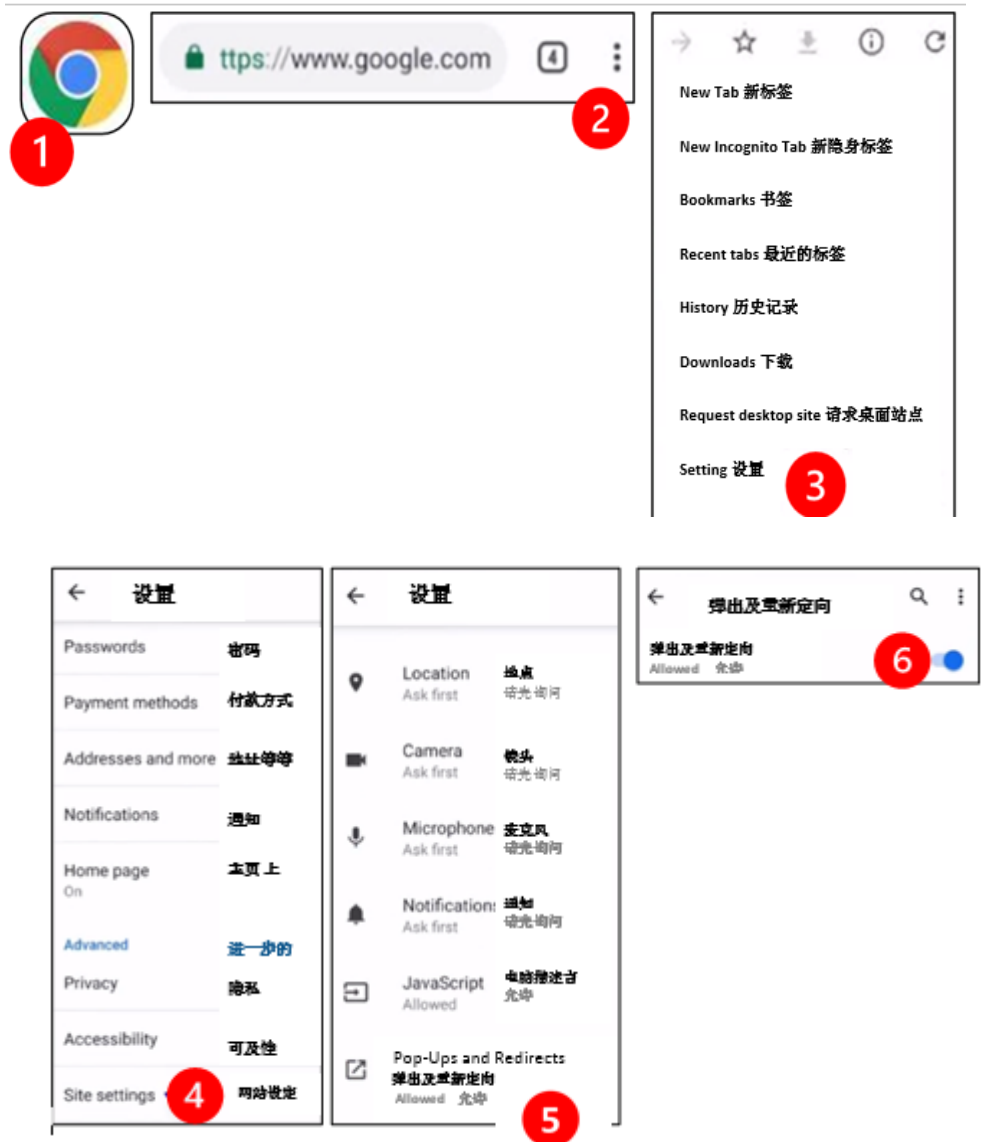
___

第3步：开始Zoom看诊

A. 如已经有MyChart （我的病历）

- 如使用苹果智能手机或苹果的平板电脑；请关闭禁用弹出窗口阻止。

  1. 点击"设置"

  2. 点击" Safari"

  3. 关闭"阻止弹出窗口"

- 如使用安卓系统，请关闭禁用弹出窗口阻程序：

  1. 点击 "Chrome"

  2. 点击右上方的3个垂直圆点

  3. 点击"设置"

  4. 点击"网站设置"

  5. 点击"弹出窗口和重定向"

  6. 开启"弹出窗口和重定向"

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- 进入MyChart应用程序并登录。如有提示，请升级MyChart-我的病历。

  1. 选择 ″Begin your video visit./开始您的视频访问″的选项。

  2. 选择 ″ This will start Zoom/这将开始访问Zoom″的选项。

- Zoom会询问患者的姓名。请输入名字和姓氏

- 在等待医疗服务提供者准备加入时，可能会被安排在一个″等候室″里。医疗服务提供者可能需要几分钟的时间来加入。请保持在线。谢谢您的耐心。

B. 如没有使用 我的病历-MyChart
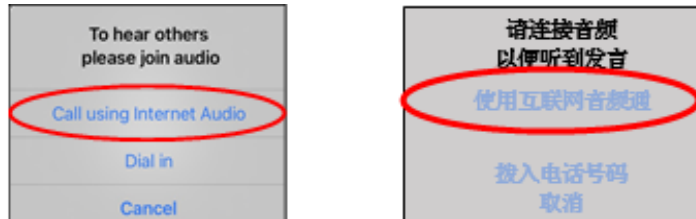
- 在就诊前，我们会给患者的手机发送一个链接的短信。

- 按照该链接进入Zoom网站。

- 选择使用Zoom 云应用程序来打开链接（如有提示）。

- Zoom会询问患者的姓名。请输入名字和姓氏。

- 在等待医疗服务提供者加入时，可能会被安排在一个″等候室″里。医疗服务提供者可能需要几分钟的时间来加入。请保持在线。谢谢您的耐心。

当医疗服务提供者加入会议时

第4步：连接音频

我们建议使用互联网或设备音频。

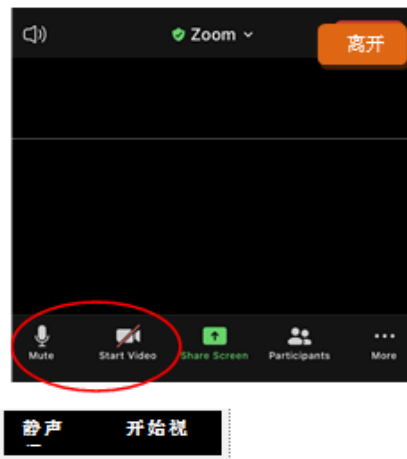- 如使用苹果智能手机请选择"Call using Internet Audio/使用互联网音频通话"。

- 如使用安卓系统，请选择"通过设备音频"。

- 如选择"拨入电话号码"，就会出现一个号码列表。挑选一个号码进行连接。智能手机或平板电脑将为您输入会议和与会者的验证号码。

第5步：打开摄像头和麦克风。

- 患者可能需要点击屏幕，让工具栏出现。

- 确保麦克风和扬声器没有被静音。需要时点击工具栏上的
  "取消静音"。

- 需要时点击工具栏上的"启动视频"，以确保视频已经开始。

Zoom的工具栏上有"静音"和"启动视频"的符号

第6步：开始远程医疗看诊

现在已经准备好可以开始看诊了。

如医疗提供者看不见患者或听不见声音时，他们可能会按照患者在开始时提供的号码给患者打电话。如使用的是平板电脑，请将手机放在附近，以备不时之需。

使用电脑就诊

下面是针对有MyChart/我的病历账户的病人。

如没有MyChart/MyChart/我的病历账户:

- 请按照第3页 "使用智能手机或平板电脑就诊 "的说明进行操作。
- 当到达第3步时，请按照第6页 "B. 如果没有MyChart账户 "的说明进行操作。

在第一次远程医疗就诊前

第1步：下载 "Zoom Client for Meetings/Zoom 客户会议"。

- 前往*zoom.us/download*。点击 "Zoom Client for Meetings "下面 "下载 "的按钮。
- 选择运行Zoom（如有提示）。

在医疗提供者加入会议之前

第2步：为远程医疗访问安排一个安静的空间。

- 给自己至少15分钟的时间来进行设置和连接。
- 确认设备已经插在电源或充满电。
- 坐在一个有照明良好的安静空间里。
- 尽可能地为远程就诊找一个私人的地方。如附近有其他人，可以使用耳机来保护隐私。

第3步：开始Zoom（使用MyChart我的病历）

- 前往*mychart.uwmedicine.org*。

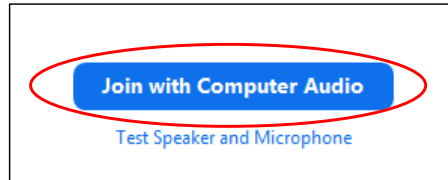- 登录到MyChart我的病历。

  1. 选择＂开始您的视频访问＂的选项。

  2. 选择＂开始访问＂。这将启动Zoom

- Zoom会询问患者的姓名。请输入名字和姓氏。

- 在等待医疗服务提供者准备加入时，可能会被安排在一个＂等候室＂里。医疗服务提供者可能需要几分钟的时间来加入。请保持在线。谢谢您的耐心。
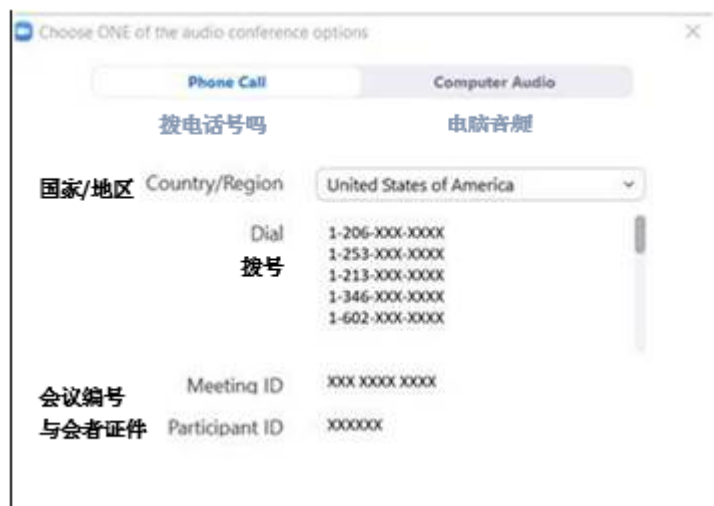
当医疗服务提供者加入会议时

第4步：连接音频

- 我们建议使用电脑的麦克风和扬声器进行音频播放。 选择"电脑音频"，然后点击"加入计电脑音频"。

- 如使用电话进行音频，选择 "电话呼叫"，会出现一个号码列表：

1. 从 "拨号 "部分挑选任何一个号码进行呼叫。

2. 会要求输入会议编号。输入 "会议编号 "部分列出的号码，然后按#字键。

3. 会要求输入与会者的证件。输入 "与会者编号 "部分所列的号码，然后按#。或者直接按#字键继续。

第5步：打开摄像头和麦克风

- 点击Zoom窗口内的工具条出现。

- 确保麦克风和扬声器未静音。可能需要点击工具栏上的"取消静音"。

- 可能需要点击工具栏上的"开始视频"，确保视频已开始。。

Zoom的工具栏上有"静音"和"启动视频"的符号。

步骤6：开始您的远程医疗看诊。

现在您可以开始访问了。

如您的医疗提供者看不见您或听不到您的声音时，他们可能会按照您在开始时提供的号码给您打电话。如您使用的是平板电脑，请将您的手机放在附近，以备不时之需。

您有疑问吗？

我们很重视您的提问。如有任何疑问或顾虑请与您的医生或医疗提供者联系。

- 如要了解有关华大学医学远程医疗的更多信息，请访问我们的网站：*www.uwmedicine.org/virtual-care*

- 如需要有关设置Zoom的帮助，请致电206.520.5100与我们的服务台联系。206.520.5100.

![UW Medicine Telehealth logo]

Your Telemedicine Visit

What a telemedicine visit is, how it works, and how to set up your device

Contents

During a telemedicine visit, you and your provider can see each other on your computer, tablet, or smartphone.

About Telemedicine Visits

A telemedicine visit is a way to get the healthcare you need when you cannot come to the clinic to see your provider. UW Medicine telemedicine visits use a video service called Zoom.

About Zoom

Zoom allows you to see and talk with someone at a distance. It works on a computer, tablet, or smartphone.

Zoom is free to use. You do not need to create an account.

Your Safety and Privacy

Your telemedicine visit will be safe, private, and secure. Your photo and voice will not be recorded or stored. All your information is protected, just as if you were meeting with your healthcare provider in the clinic. Zoom complies with the Health Insurance Portability and Accountability Act (HIPAA), which protects your health privacy.

How to Prepare for Your Telemedicine Visit

- Before your first telemedicine visit, set up Zoom on your device.
- You need to have:
  - A computer, tablet, or smartphone with a camera that faces you, so that your provider can see you
  - An internet connection
- If you want to check your internet connection, visit *zoom.us/test* to join a test meeting.
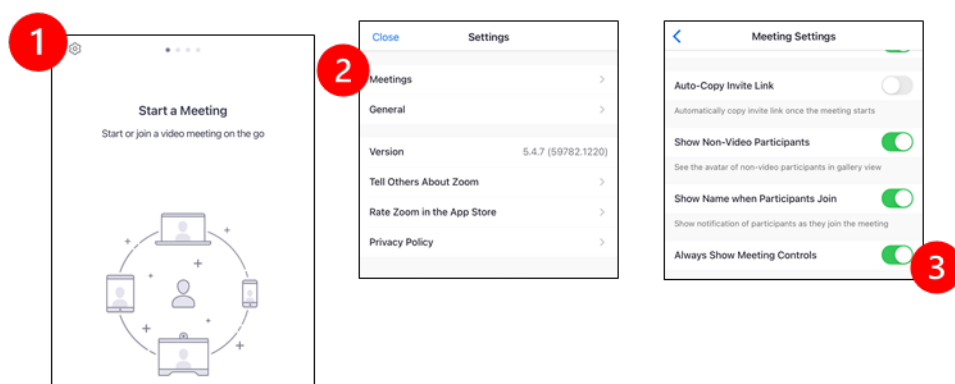
If You Have Questions

- If you need help setting up Zoom, call our service desk at **206.520.5100.**
- To learn more about Telemedicine at UW Medicine, please visit our website: ***www.uwmedicine.org/virtual-care***

Using a Smartphone or Tablet for Your Visit

Before Your First Telemedicine Visit

Step 1: Download the Zoom app.

- Download the Zoom Cloud Meeting app from the Apple App Store or on Google Play. (Upgrade if prompted.) If you use the same device for future visits, you should not have to repeat this step. If you use a different device, you will need to do the set-up again.

- If you want to see the Zoom meeting control toolbar at all times:

  1. Click on the settings icon (gear).

  2. Click on "Meetings."

  3. Turn on "Always show meeting controls."
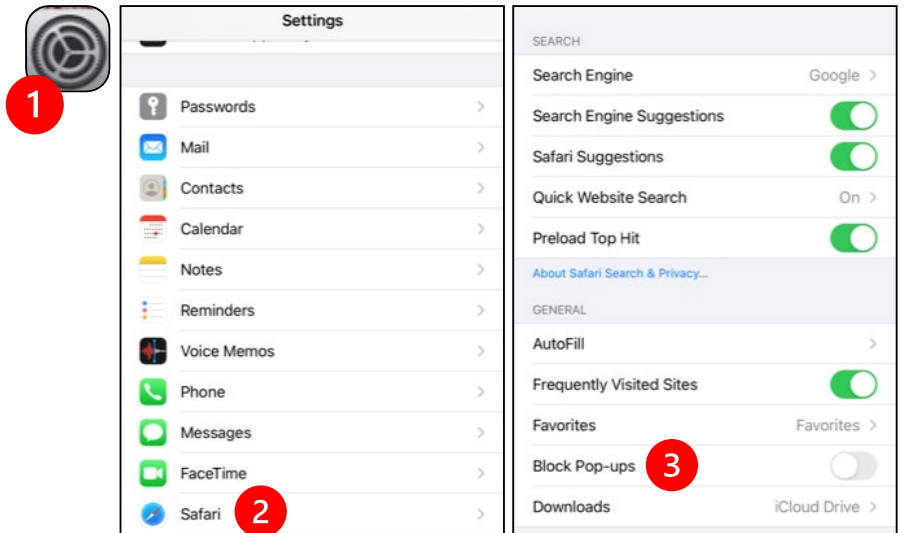

Before Your Provider Joins the Meeting

Step 2: Create a quiet space for your visit.

- Give yourself at least 15 minutes to set up and get connected.

- Make sure your device is plugged in or fully charged.

- Sit in a quiet space with good lighting.

- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.
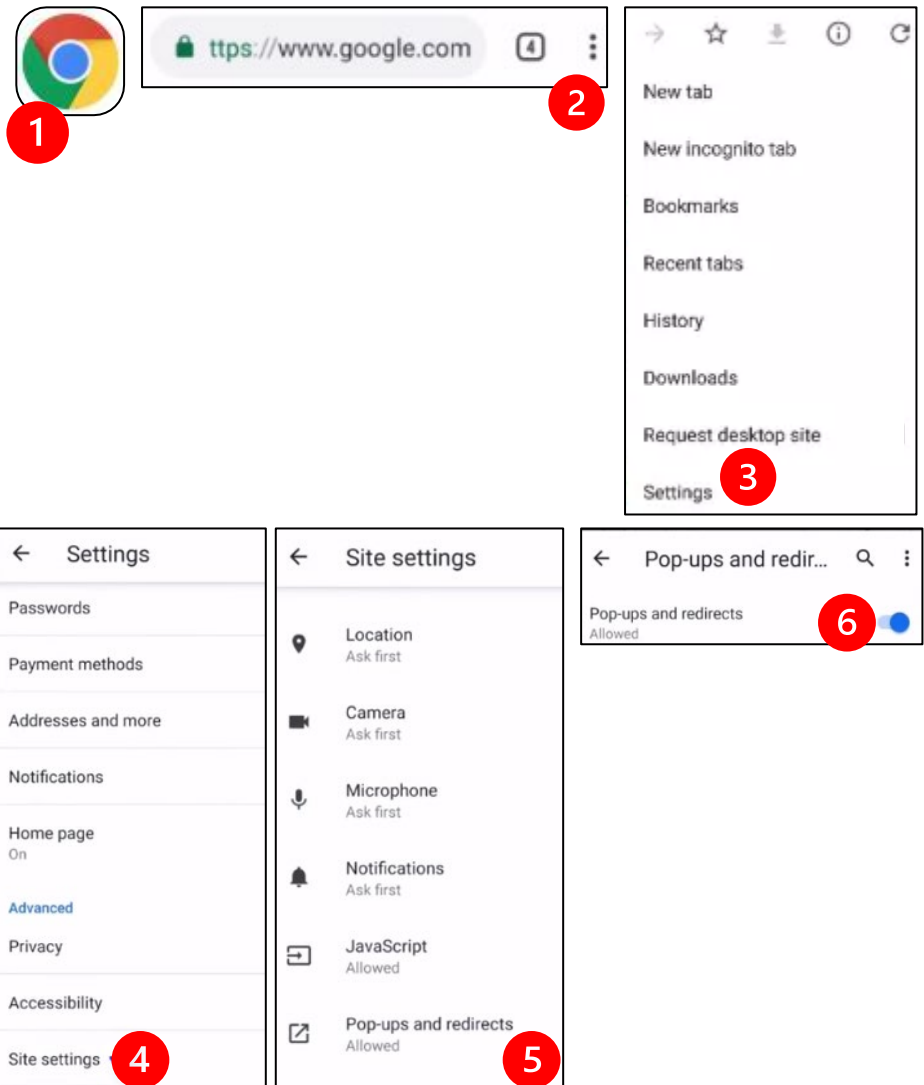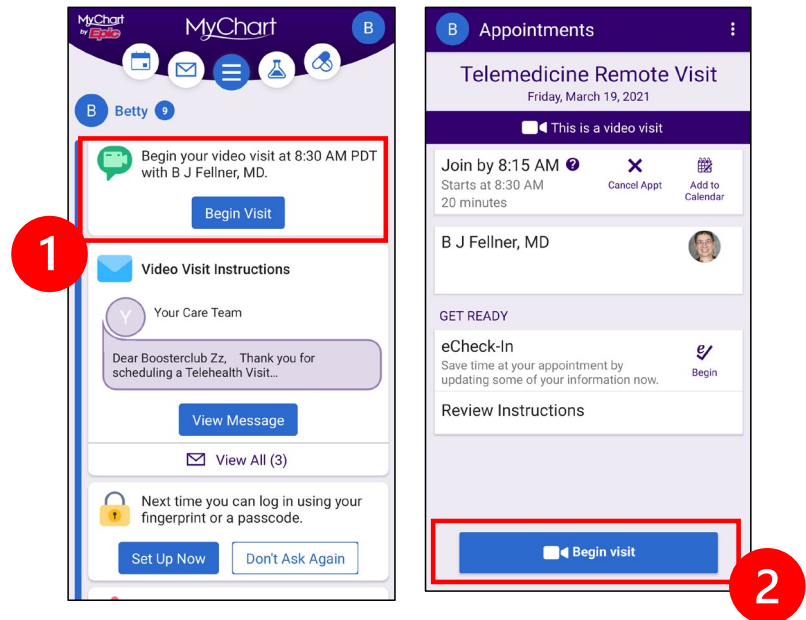
Step 3: Start Zoom.

A. If you have MyChart

- For iPhone or iPad, disable pop-up blockers:

  1. Click on "Settings"
  2. Click on "Safari"
  3. Turn off "Block Pop-ups"

Settings		SEARCH	
Passwords	>	Search Engine	Google >
Mail	>	Search Engine Suggestions	⬤
Contacts	>	Safari Suggestions	⬤
Calendar	>	Quick Website Search	On >
Notes	>	Preload Top Hit	⬤
Reminders	>	About Safari Search & Privacy…	
Voice Memos	>	GENERAL	
Phone	>	AutoFill	>
Messages	>	Frequently Visited Sites	⬤
FaceTime	>	Favorites	Favorites >
Safari	>	Block Pop-ups	◯
		Downloads	iCloud Drive >

- For Android, disable pop-up blockers:
  1. Click on "Chrome"
  2. Click on the 3 vertical dots at the top right
  3. Click "Settings"
  4. Click "Site Settings"
  5. Click "Pop-ups and redirect"
  6. Turn on "Pop-ups and redirect"

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- Go to the MyChart App and log in. Upgrade MyChart if prompted.
  1. Select the option to "Begin your video visit."
  2. Select "Begin Visit." This will start Zoom.

- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a "Waiting Room" while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.
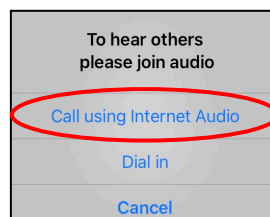
B. If You Do NOT Have MyChart

- Before your visit, we will send you a text with a link to your phone.
- Follow the link to get to the Zoom website.
- Choose to use Zoom Cloud app to open the link (if prompted).
- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a "Waiting Room" while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.
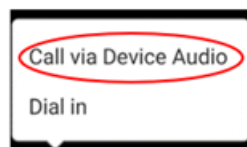
When Your Provider Joins the Meeting

Step 4: Connect the audio.

We advise using internet or device audio:

- For iPhone, choose "Call using Internet Audio"
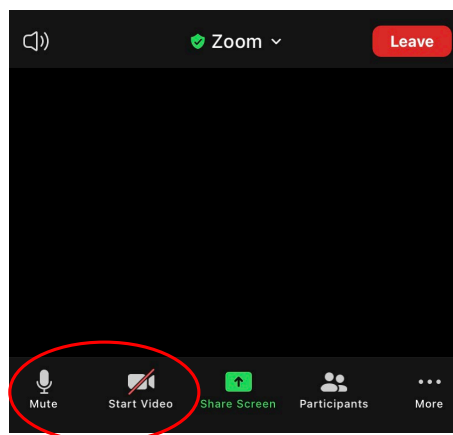

- For Android, choose "Call via Device Audio"

- If you choose "Dial in," a list of numbers will appear. Pick a number to call. (You can use any of them.) Your smartphone or tablet will enter the meeting and participant ID for you.

Step 5: Turn on the camera and microphone.

- You may need to tap your screen for the toolbar to appear.
- Make sure your microphone and speakers are NOT muted. You may need to click "Unmute" on the toolbar.
- Make sure your video is started. You may need to click "Start Video" on the toolbar.

The symbols for "Mute" and "Start Video" are on the toolbar.

Step 6: Start your telemedicine visit.

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the number that you provided at the start of your session. If you are using a tablet, please keep your phone nearby in case this is needed.

Using a Computer for Your Visit

These instructions are for patients with a MyChart account.

If you do not have a MyChart account:

- Follow the instructions on page 3 under "Using a Smartphone or Tablet for Your Visit."
- When you reach Step 3, follow instructions on page 6 under "B. If You Do NOT Have MyChart."

Before Your First Telemedicine Visit

Step 1: Download "Zoom Client for Meetings."

- Go to *zoom.us/download*. Click on the "Download" button under "Zoom Client for Meetings."
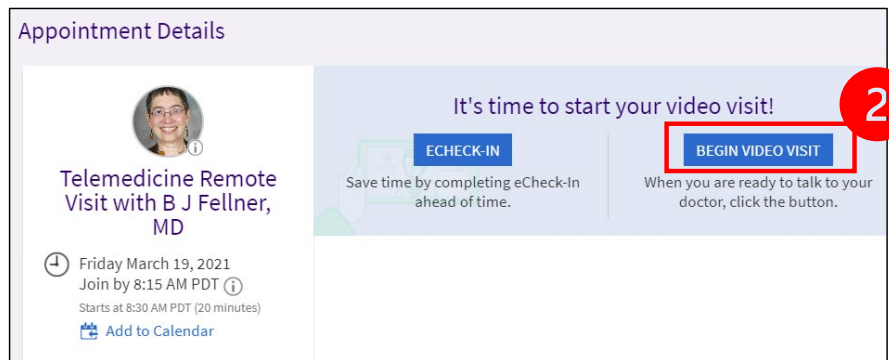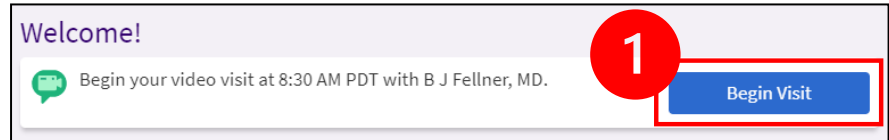- Choose to run Zoom (if prompted).

Before Your Provider Joins the Meeting

Step 2: Create a quiet space for your telemedicine visit.

- Give yourself at least 15 minutes to set up and get connected.
- Make sure your device is plugged in or fully charged.
- Sit in a quiet space with good lighting.
- If you can, find a private place for your visit. If there are other people nearby, you can use headphones for privacy.

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Step 3: Starting Zoom (with MyChart)

- Go to *mychart.uwmedicine.org*.
- Log into MyChart.
    1. Select the option to "Begin your video visit."
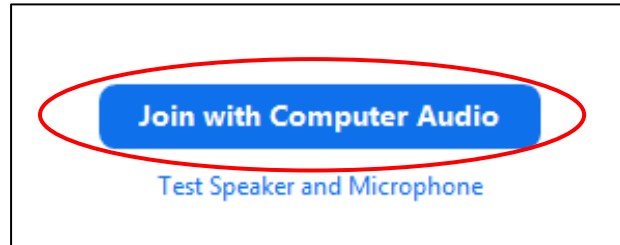   2. Select "Begin Visit." This will start Zoom.

- Zoom will ask for your name. Enter your first and last name.
- You might be placed in a "Waiting Room" while your healthcare provider gets ready to join. It may take a few minutes for the provider to join. Please stay online. Thank you for your patience.

When Your Provider Joins the Meeting

Step 4: Connect the audio.

- We advise using your computer microphone and speaker for audio. Choose "Computer Audio" and click "Join with Computer Audio."

- If you are using your phone for audio, choose "Phone Call," and a list of numbers will appear:

  1. Pick any number from the "Dial" section to call.

  2. You will be asked to enter the meeting ID. Enter the number listed in the "Meeting ID" section, then press #.

  3. You will be asked to enter the participant ID. Enter the number listed in the "Participant ID" section, then press #. Or just press # to continue.

Step 5: Turn on the camera and microphone.

- Click inside the Zoom window for the toolbar to appear.

- Make sure your microphone and speakers are NOT muted. You may need to click "Unmute" on the toolbar.

- Make sure your video is started. You may need to click "Start Video" on the toolbar.

The symbols for "Mute and "Start Video" are on the Zoom toolbar.

Step 6: Start your telemedicine visit.

You are now ready to start your visit.

If your provider has trouble seeing or hearing you, they might call you at the phone number you gave when you set up your telemedicine visit. Please keep your phone nearby in case this is needed.

Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

- To learn more about telemedicine at UW Medicine, visit our website: ***www.uwmedicine.org/virtual-care***

- If you need help setting up Zoom, call our service desk at **206.520.5100.**