

Telehealth Assessment with EON



Essence of Nutrition

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Telehealth/ Online consultations are conducted using video conferencing technology. Essence of Nutrition uses the Zoom video conferencing software for telehealth, recommended by most health-related professional associations. Zoom reliably delivers consistent clinical user experiences, seamlessly integrated into existing technology, keeping participants connected.

Please read this information sheet completely to ensure the consult runs smoothly on the day. *We suggest you download Zoom (either on your computer or smart phone) NOW prior to your consult. If you have any issues or concerns about using Zoom, please get in contact with us as early as possible* ☺

Attending your telehealth appointment

Requirements

To be able to join your telehealth appointment you will need the following:

1. A desktop or laptop computer with a webcam, microphone and speakers (this may be built in or part of a headset)

OR

An Android or iOS mobile device with built-in camera, microphone and speakers

AND

2. An internet connection such as broadband, ADSL2 or ADSL2+. Zoom can work on 4G wireless internet, but this is not the preferred option.

AND

3. A private, well-lit area where you will not be disturbed. Preferably, this is somewhere quiet with minimal background noise.

How to attend your telehealth appointment?

Prior to your appointment, a Zoom link will be sent to you via email, along with your appointment details.

The following instructions will guide you in joining your appointment in Zoom:

1. Click on the appointment link sent to you via email or copy and paste this into your internet browser (e.g. Internet Explorer, Safari, Google Chrome).
2. Follow the prompts to download and install Zoom on your device. We suggest you download Zoom prior to your consult to prevent any further delays on the day. Depending on your internet browser, the download may not commence until you select **Run**.

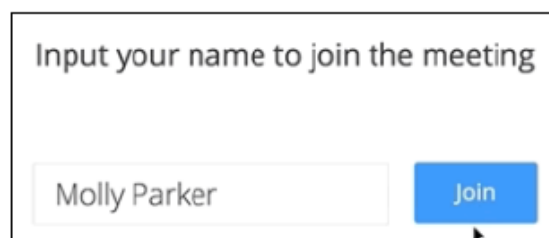
Note: If Zoom is already installed on your device you will be directed to the Zoom joining window (step 3).

A download should start automatically in a few seconds.

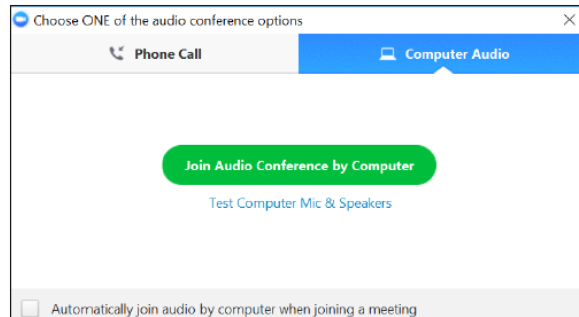
If not, [download here](#).



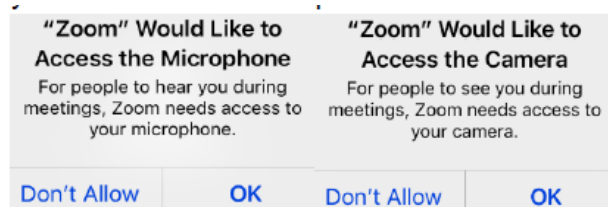
3. Once the download is complete, it will open the Zoom window. Enter your name in the text field (example provided) and select **Join**.

A screenshot of the Zoom joining window. The title is "Input your name to join the meeting". Below the title is a text input field containing the name "Molly Parker". To the right of the input field is a blue "Join" button. A mouse cursor is pointing at the "Join" button.

4. The video conference will begin. Select the **Join Audio Conference by Computer** option. If this is your first time using Zoom, it is recommended that you **Test Computer Mic & Speakers** prior to your appointment to ensure they are working properly.

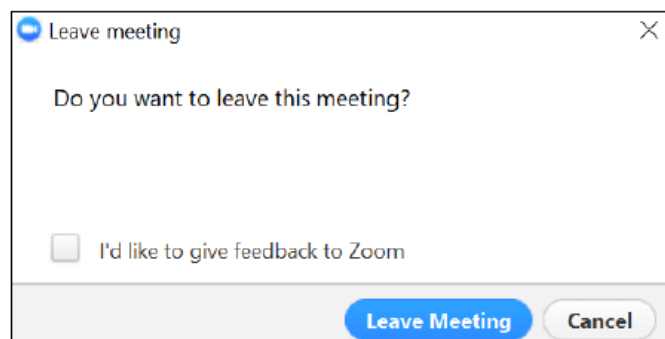


If you are using an iOS mobile device, you may be prompted to allow Zoom to use your camera and microphone.



5. If your dietitian is signed in you will see their face on the screen. If they are not signed in you will see a note which says, "Waiting for Host to join the meeting", please continue to wait and do not disconnect, your dietitian will join you shortly.

6. At the end of the appointment your dietitian will end the appointment and you will be disconnected.



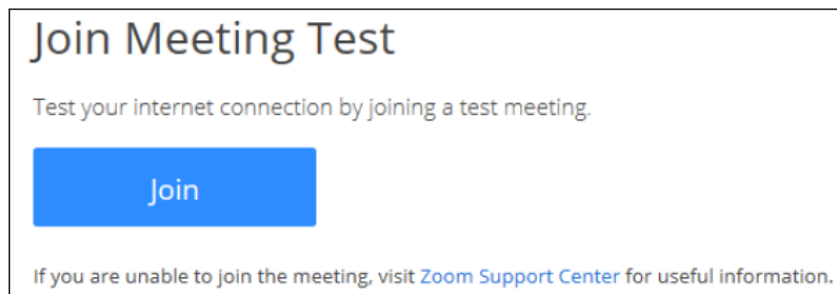
You are able to leave the appointment at any time by clicking on the **Leave Meeting** icon. A new box will open asking you to confirm:

How do I test prior to my appointment?

You can test your connection to Zoom prior to your scheduled appointment by visiting

<http://zoom.us/test>

1. Once on the Zoom test page, click the blue Join button to launch Zoom.







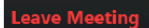


2. If you do not already have Zoom installed on your device, follow the above instructions to download and install Zoom.

3. Once installed, it will open the Zoom window. We recommend that you select **Test Computer Mic & Speakers** prior to your appointment.

4. Once you confirm that your microphone and speakers are working properly, you can close the audio settings window and close the Zoom window to disconnect.

Understanding the screen icons

 Mute	Mute/Unmute: This allows you to mute and unmute your microphone.
 Stop Video	Start/Stop Video: This allows you to start and stop your own camera.
 Participants	Participants: This allows you to see a list of participants in your appointment.
 Share Screen	Share Screen: This allows you to screen share a desktop or application.
 Chat	Chat: This allows you to chat with the participants of your appointment.
 Enter Full Screen	Full Screen Mode: This allows you to expand to full screen.
 Leave Meeting	Leave Meeting: This allows you to leave your appointment.