

# How to Do a Telehealth Visit



## On a computer



## On a phone or tablet

### GET READY FOR THE VISIT

*Your computer must have a microphone, camera, and internet access.*

1. If you don't have a My Health at Vanderbilt account, sign up for one at [MyHealthAtVanderbilt.com](http://MyHealthAtVanderbilt.com).
2. Go to [zoom.us/test](https://zoom.us/test) and click **Join**. Update Zoom if prompted. If you don't have Zoom on your computer, click **Download and run Zoom**.

### Download 2 apps:



My Health at  
Vanderbilt



ZOOM Cloud  
Meetings

### JOIN THE VISIT

1. Open your My Health at Vanderbilt account.
2. Find your TELEHEALTH VISIT under **Appointments**.
3. Click the blue DETAILS button next to the appointment.
4. Click **Test Device** under **Visit Instructions** to make sure your device is working.
5. When it is time for the visit to start, click START TELEHEALTH VISIT. Allow Zoom to use your video and audio and make sure your microphone is not muted. Wait until your provider joins you.

1. Use the My Health at Vanderbilt app to open your My Health at Vanderbilt account. If you don't have a My Health at Vanderbilt account, sign up for one at [MyHealthAtVanderbilt.com](http://MyHealthAtVanderbilt.com).
2. Click on the TELEHEALTH VISIT that you want to go to.
3. Click **Test Device** under **Review Instructions** to make sure your device is working.
4. When it's time for the visit to start, click the green camera icon. Allow Zoom to use your video and audio. Wait until your provider joins you.

**If you need help, call 615-343-4357 and choose option 4.**