

What to expect for your Virtual Visit?

As a new patient to our office, you will have an initial visit preferably conducted by a Zoom videoconferencing call, or a phone call (when necessary). Our staff will arrange your appointment date and time, and provide you with the necessary information to participate in this session.

Your first call (initial visit) with the Chiropractor will take around 45 minutes.

Please make sure you are available to take these calls in a quiet and private location.

If you need to change this appointment, please contact our office (519-323-2960 or info@mountforestchiropractic.com) as soon as possible.

Zoom Videoconferencing

Checklist for consultations

Please make sure that you are prepared for the consult with the Chiropractor so that you can make the most of your appointment. Please follow this checklist and check off that you have all of the items you will need for the consult and complete each of the following tasks prior to the consult.

PRIOR TO THE CONSULT:

⇒ **Download ZOOM on your device PRIOR TO THE DAY OF YOUR APPOINTMENT.**

- *This might take up to half an hour (If you're not familiar with downloading apps, it may be useful to ask a family member or friend to help).*
- *When you are setting up Zoom, it will ask you at different points to "Allow" Zoom to have access to your camera or your pictures or your audio or your microphone. Please select "Allow" so that your clinician can see and hear you.*

⇒ **Ensure your device has speakers (Especially with desktop computer/older laptop devices)**

⇒ **Ensure your device has a microphone (Especially with desktop computer/ older laptop devices)**

⇒ **For security purposes, AVOID public Wi-Fi (e.g. internet provided by cafes, airport, etc.) for ZOOM consults**

JOINING THE CONSULT:

- **Arrange to join the meeting 5 minutes prior to the designated appointment time**
- **Simply "click" on the link that you have been provided, or when you "Join a Meeting", enter the Meeting ID and Password correctly (our Office Staff will provide this to you)**
- **Click the "Join Audio Conference by Computer"**
- **Have volume turned up on your device prior to entering the meeting**

NEEDING ASSISTANCE? CALL FOR HELP:

- Our Office Staff will provide the phone number and email address that you may use to contact the Chiropractor. They will help guide you through the steps if necessary, or they will continue your appointment by phone.

For additional help, see these help pages on the Zoom Help Centre

- Using a computer:
 - Visit: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-PC-and-Mac>
- Using an iPhone:
 - Visit: <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>
- Using an Android phone (e.g. Samsung, Sony, LG, Google):
 - Visit: <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>

To test if you've successfully set up Zoom

- Open the internet on your computer, phone or tablet
- Go to this site by typing in this web address: <http://zoom.us/test>
- Press [Join](#)

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES REQUEST A DEMO 1.888.799.9666 RESOURCES ▾ SUPPORT

JOIN A MEETING HOST A MEETING ▾ SIGN IN SIGN UP, IT'S FREE

Join Meeting Test

Test your internet connection by joining a test meeting.

Join

If you are unable to join the meeting, visit [Zoom Support Center](#) for useful information.

Setting up for your video consultations

We are using Zoom for the video consultations that you will have with your Chiropractor. To use Zoom, you need to download an App (for free) on either your computer, mobile phone, or tablet. If you plan to use a computer, you need to make sure it has a camera built into it.

Allowing Zoom to have “Access” to your camera and microphone:

When you are setting up Zoom, it will ask you at different points to “Allow” Zoom to have access to your camera or your pictures or your audio or your microphone. Please select “Allow” so that your clinician can see and hear you.

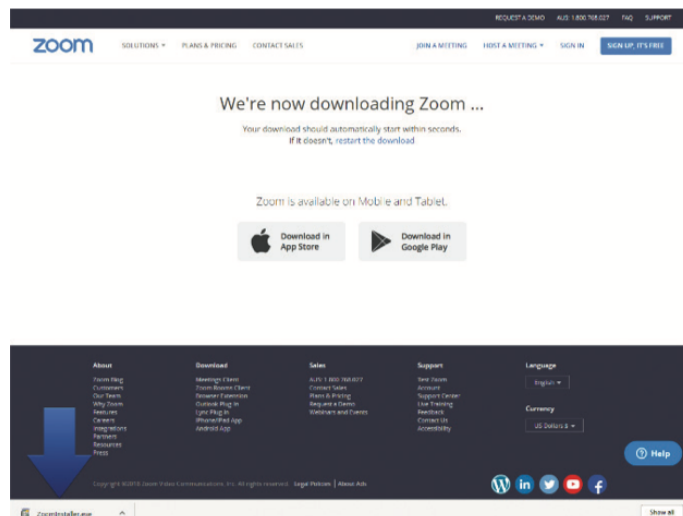


Please have Zoom installed before your first Chiropractic consultation. This might take up to half an hour.

If you're not familiar with downloading apps, it may be useful to ask a family member or friend to help.

Downloading Zoom on your computer

- Go to <https://zoom.us/support/download> to download the desktop computer App. You should see a page that looks like this one here



- Look to the bottom of the screen. **Open** the download to install Zoom onto your computer **OR** click **Run** if it asks in a yellow box at the bottom “Do you want to run or save ZoomInstaller.exe?”
- Once it has been installed, it should open automatically
- Close the App and then check to see you can open it again (see the instructions on next page)