



# Balance Natural Technology Guide

Welcome to Balance Natural Medicine. We are happy to continue to provide patients with care through the use of telemedicine.

Telemedicine may seem daunting at first, but it is actually very simple! All you need is access to broadband internet (DSL or cable), a computer, and a webcam in order to access our services. You can even use a smart phone!

We offer a secure, private, easy-to-use videoconferencing solution that is integrated into our patient health portal and electronic medical record (CharmEHR), so everything is secure and private. The program works over the internet, so it is compatible with any kind of computer, anywhere with internet access. If you are considering use of a work computer, however, please bear in mind that your employer is legally entitled to read whatever is stored on or transmitted by such a computer. We therefore recommend that you avoid doing so.

Here's how it works: CharmEHR will send you an email with a meeting invitation into your own private online waiting "room." You simply click on the link within the email, and the program launches itself. It works seamlessly without any technical knowledge needed. This solution is not only easy, it permits us to be fully HIPAA-compliant.

We are happy to assist with technical questions on the built-in platform that your first appointment is easy and hassle-free. If you have questions related to installation or setup of your webcam, however, you will need to utilize the technical support available from your webcam or computer manufacturer.

## **CharmEHR Zoom Videoconference Program Tips**

- Prior to our appointment, you will be sent an email containing a link. This link will take you directly to the appointment.
  - This message will come from: [no-reply@charmtracker.com](mailto:no-reply@charmtracker.com) so if you don't receive it shortly, please check your Spam folder. You may also want to add this domain to your Whitelist, so that no messages end up in Spam.
  - Keep in mind that you should also receive a message through square from us containing the link as well. This is to help us ensure your easy access to the appointment.
- Since Zoom (Charm's secure video platform) installs itself on your computer automatically, all you need to do is click your meeting link a few minutes before your scheduled appointment to allow time for the installation to complete.
  - You do NOT need to sign up for your own Zoom account.
- When our appointment launches, the program will create a pop-up to ask you if you'd like to use Join by Computer or Join by Phone. Computer is usually the default. Simply click Join Audio (after checking that Computer is highlighted) to use the microphone built into your webcam, which is usually the easiest way.



- If your webcam is new to you, or if you just want to test this out before your appointment, you can click the meeting link anytime you like prior to your meeting to see how the program works on your system and confirm that your webcam is correctly installed.
- If you prefer to attend your appointment via smartphone, Zoom supports either iOS or Android devices. Simply search for the “Zoom Cloud Meetings” app in your App Store.
  - Please keep in mind that videoconferencing uses a lot of data, so we highly recommend you connect to a wireless internet connection (WiFi) rather than using your cellular data allowance for appointments.
- **OPTIONAL:** Another appointment log-in option is available. You can also log into your meeting through your Patient Health Record portal (PHR) in Charm, if you have set up your account. If you choose to log-in that way, the steps are below:

1. Log in to Patient Portal and go to the 'Appointments' section



2. Click on the 'Check-in' button shown next to the appointment





3. Select your state of residence and click on the 'Join' button. Then wait for the doctor to join your meeting



### Charm Health Center

Thursday, December 28, 2017 10:00 AM (America/Los\_Angeles)

Provider **Dr. Mary Williams**

John Anton

johnanton@example.com

California

JOIN

By joining this meeting, you are accepting the [ChARM TeleHealth Terms of Service](#)

Zoom video platform is used for this telehealth session with your provider. You will be asked to install a Zoom plug-in, if it is not already installed in your machine.

## Basic Videoconferencing Tips

- **Internet:** Videoconferencing requires a fast and steady internet connection. The best connections are wired (ethernet) connections, followed by Wi-Fi, followed by your wireless cell network. Please note: Videoconferencing can easily use 4GB of data in an hour, so we strongly recommend you utilize Wi-Fi or wired internet for appointments, to avoid using up too much of your cell phone data allowance during our appointment.
- **Setting:** Choose a private setting where no one else can see or hear us. Ideally, you should be in a well-lit room, either at home or work, with the door closed. You could also connect from your parked car or a shaded outdoor area with little traffic, but, again, you will need to be aware of available Wi-Fi and your data usage in such locations. Choose a time and place where you won't be interrupted. Turn off the TV and close any programs or apps on your device that may distract you.

## Advanced Videoconferencing Tips

Spending a few minutes to set up and test your videoconference equipment will help achieve the best results during our appointments. Here are some pointers:



- **Lighting:** Most webcams will adjust lighting automatically so that we can see each other well. Lighting from the front or side helps me see you better. If the light is behind you, you will appear as a silhouette, making it hard to do any necessary physical assessments. If you are outdoors on a sunny day, try to connect from the shade, as bright sunlight may wash out the picture.
- **Sound:** The built-in microphone on your webcam or smartphone is usually sufficient for our appointments. Try to stay 1-2 feet from your microphone and speak directly towards it during our appointments, to make sure the microphone picks up your speech. Some people like to use a headset with a built-in microphone such as you would use to talk or listen to music on your cell phone. They are available at the pharmacy or electronics stores for about \$20. This will help you hear me better and prevents others from overhearing what I say to you. It can also help me hear you better.
- **Position:** To obtain the best results with your video camera, place your device on a steady, level surface such as a desk. If you need to hold your camera in your hand, try to hold it steady and stay in one position. I may need to view your entire body during our appointment, so please keep this in mind when setting up your position.

Thank you for choosing Balance Natural Medicine, and we look forward to providing you with care.