

Hosting with the desktop application

Recommendations

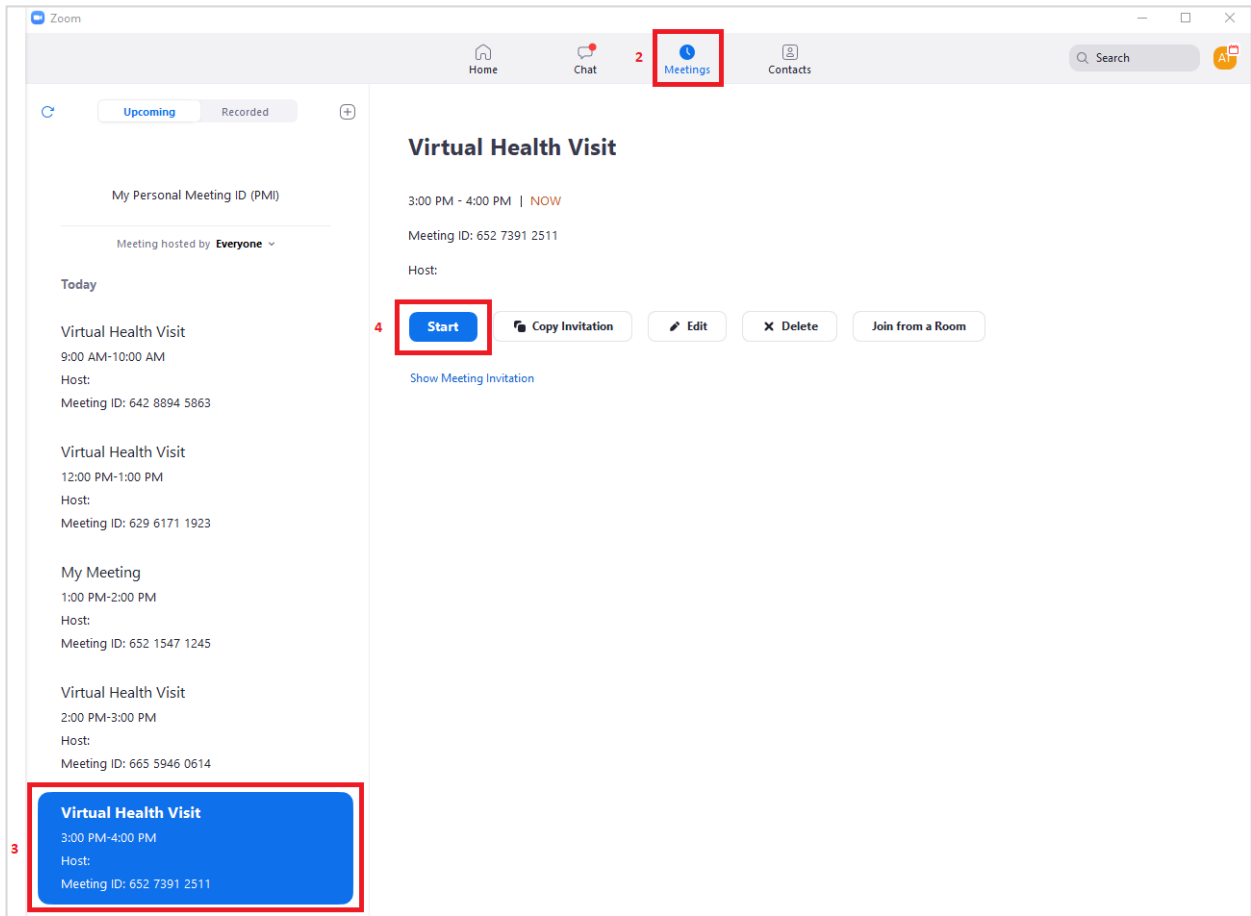
- Use the **Zoom desktop application** to host one-to-one or group virtual health visits.
- Do not use the web browser to conduct virtual health visits as visit quality may not be optimal.
- Review the [websiteside manner and etiquette](#) for virtual health visits.
- See [Appendix 4](#) to review an infographic on assistance managing virtual health visits. The text is also summarized below in Notes.

Notes

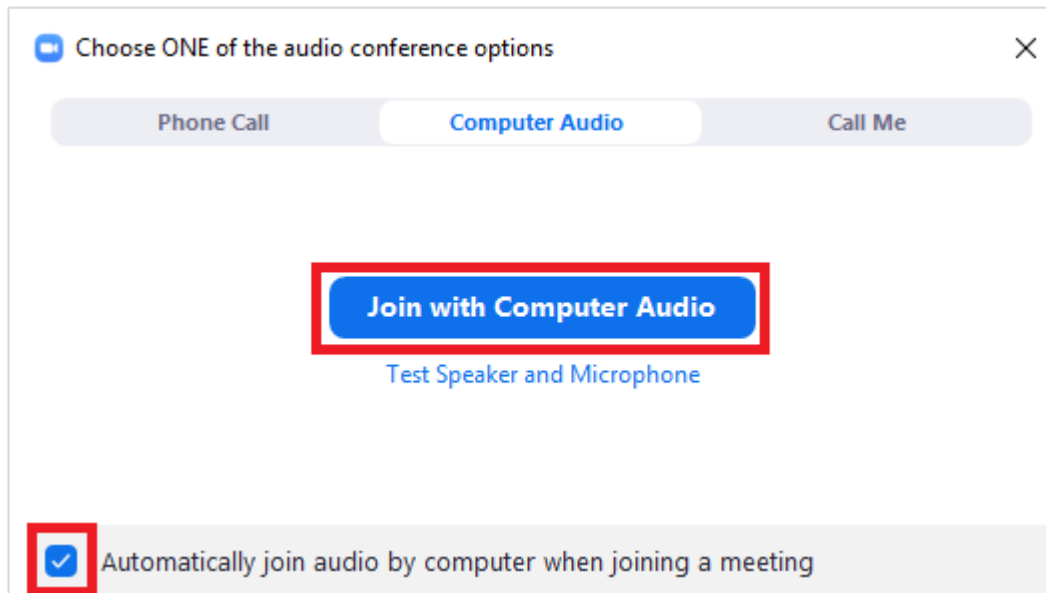
- Anyone with **scheduling privileges** to your account can start the virtual health visit on your behalf because they are automatically assigned the role of **alternative host**.
 - This means they can also manage and admit participants in the waiting room.
- If you assigned an **alternative host(s)** when scheduling, they can start the virtual health visit on your behalf.
 - The alternative host can manage and admit participants from the waiting room.
- A **co-host** can be assigned after starting the virtual health visit if you did not assign an alternative host or have anyone with scheduling privileges to your account.
 - You cannot assign a co-host before starting a virtual health visit. Therefore, a co-host cannot start the virtual health visit on your behalf.
 - The co-host can, however, manage and admit participants in the waiting room.
 - To assign a co-host:
 - Open the **Participants** window from the toolbar.
 - Hover over participant's name and click **More**.
 - Click **Make Co-Host**.

Starting a scheduled virtual health visit

1. Open the Zoom **desktop application** and sign into your Zoom for Virtual Health Visits account.
2. Click **Meetings**.
3. Click the name of the meeting you wish to start.
4. Click **Start**.



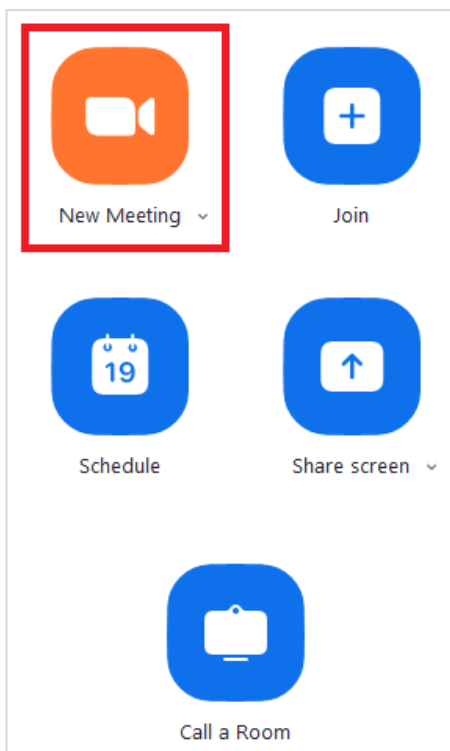
- 5. Select to **Join with Computer Audio** if you have a microphone and speaker connected. We recommend using a headset.
 - You can save this preference for future Virtual health visits by checking the box to **Automatically join audio by computer when joining a meeting**.





Starting an instant/ad-hoc virtual health visit

1. Open the Zoom **desktop application** and sign into your Zoom for Virtual Health Visits account.
2. Click the **New Meetings**.



3. Select to **Join with Computer Audio** if you have a microphone and speaker connected. We recommend using a headset.
 - You can save this preference for future virtual health visits by checking the box to **Automatically join audio by computer when joining a meeting**.



Waiting rooms

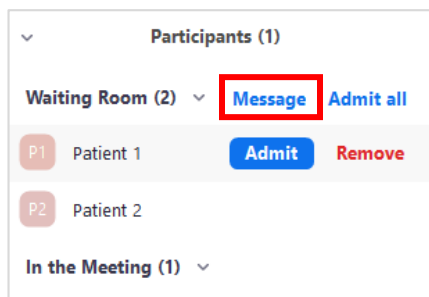
Waiting rooms are permanently enabled on the Zoom for Virtual Health Visits instance for enhanced security.

With waiting rooms, the host and co-hosts control when participants enter the virtual health visit. Participants can be admitted one by one or all at the same time. If an [interpreter](#) is joining your virtual health visit, they will need to be admitted from the waiting room as well. Hosts can also message participants in the waiting room and participants can reply back, allowing for two-way communication.

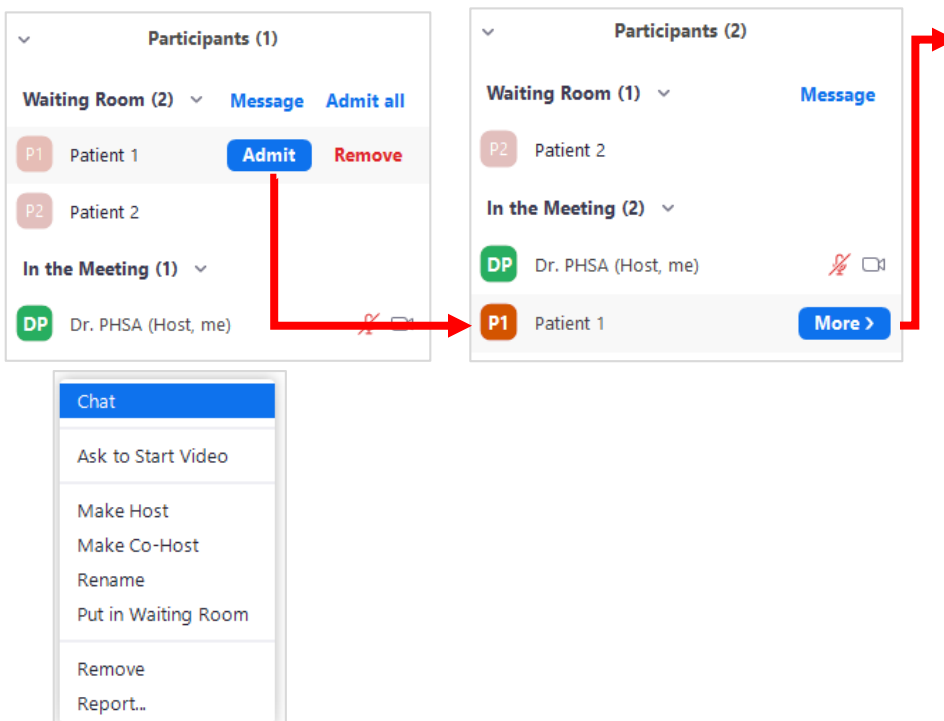
If you would like to, or not like to, hear a sound notification when some enters the waiting room, adjust your [Zoom for Virtual Health Visits account settings](#).

After starting the virtual health visit:

1. Click **Participants** to view who is in the waiting room.
2. If needed, click **Message** to send a message to **all** participants in the waiting room.



3. Hover over the participant's name to **admit** them.
 - Alternatively, click **Admit all** to admit all participants at once.
 - You can also remove someone from a waiting room by clicking **Remove**. Participants will (or will not) be able to rejoin based on your setting for **Allow removed participants to rejoin**.
4. **Confirm the identity** of the virtual health visit participants.
 - If conducting a **one-to-one virtual health visit**, you can use the audio and video to talk to the patient instead of using chat.
 - If conducting a **group virtual health visit**, you can admit participants one-by-one and use audio and video to confirm their identity OR you can open a private chat with each participant.



5. **Recommended:** Lock the virtual health visit after all participants have joined*.
 - Click **Security** and select **Lock Meeting**.
 - *If a participant accidentally leaves the virtual health visit, they will not be able to enter the waiting room until the meeting is unlocked. Be mindful if the number of participants suddenly drops. You may need to unlock the virtual health visit.

