



Eduardo D. Castillo, M.D.  
Lori L. Gordon, M.D.  
Glen D. Hooker, M.D.  
Annie Lin, M.D.

2000 Cooper St., Suite 100B  
Fort Worth, TX 76104  
tel: 817-924-9002  
fax: 817-924-9960  
www.fwcolon.com

## **INSTRUCTIONS FOR YOUR TELEHEALTH VISIT: ZOOM PLATFORM**

To ensure that your upcoming virtual visit with your physician is smooth and successful, please note the following:

1. If you have not already, please download the Zoom Cloud Meetings application. This can be found in the Google Play Store for Android or in the Apple App Store for mobile devices, or at their website for desktop application.
  - a. For the **Apple App Store**, click here: <https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>
  - b. For **Google Play**: [https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en\\_US](https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_US)
  - c. For **desktop** downloads, click the following link: <https://zoom.us/download> and select Zoom Client for Meetings
2. Prior to your appointment, you may receive several emails for your visit. One of the emails will be for registration and updating your personal information as well as your contact information prior to the visit. Please be sure that your email address is correct and to fill out what you can so that we have the most up to date information on your health, such as any medications you may be taking and any conditions that you have been diagnosed with.
3. A separate email will be sent with a link for the Zoom visit. Clicking the link will start the app and allow you to join in the teleconference at the appointed time.
4. Some settings are in place that may hinder the visit. Please make sure of the following when you are in a call:
  - a. The MUTE button is OFF during the meet. This control can be found at the lower left corner of the app. If there is a red line striking through the microphone, then the MUTE is ON. Please turn it off.
  - b. You are connected via VIDEO. This is the button next to the microphone button. There should not be a red strike through the button if it is ON.
5. If you do not see a link on the day of your visit in your Inbox, please check your SPAM folder.

Please do not hesitate to call if you have any questions. We look forward to meeting with you!