



User guide for video consultation with Yishun Health

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Introduction

Yishun Health¹ provides video consultation as an option for our existing patients, when in-person visits are inconvenient. This allows our healthcare workers to continue to review and provide advice, even if they cannot meet face-to-face with a patient.

Our staff will inform you if you are deemed suitable for video consultation, based on clinical conditions and/or other criteria. We will arrange for a suitable date and time with eligible patients over the phone.

Video consultation in Yishun Health is supported by the application “Zoom Cloud Meetings”. This user guide provides information on how to install and use the application “Zoom Cloud Meetings”.

Please refer to Zoom’s privacy notice via <https://zoom.us/privacy>.

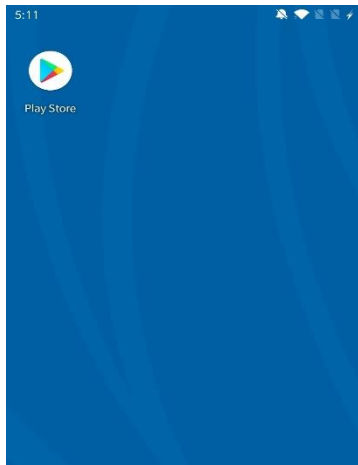
¹ Yishun Health is a network of medical institutions and health facilities under the National Healthcare Group. It comprises Admiralty Medical Centre, Khoo Teck Puat Hospital and Yishun Community Hospital.

Installation Guide

Android & iOS



Click on the respective logo above. If the links do not work, please follow Step 1



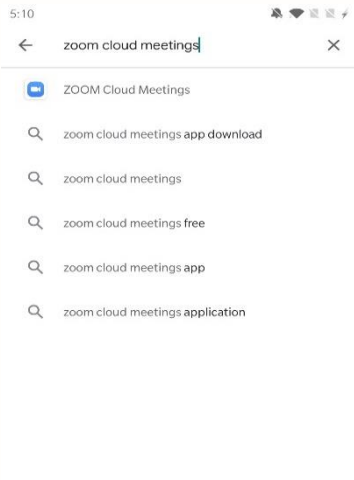
ANDROID



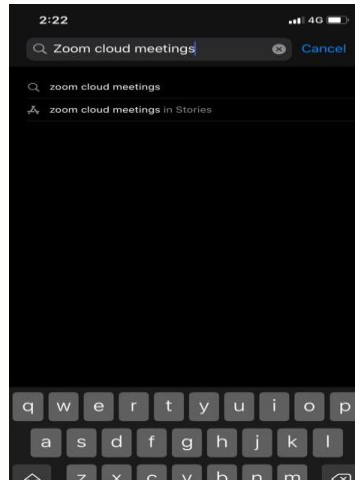
IOS

Step #1 Go to “Play Store” or “App Store”

Google Play and the Google Play logo are trademarks of Google LLC.
App Store and App Store logo are trademarks of Apple Inc.



ANDROID



IOS

Step #2 Search for "Zoom Cloud Meetings"



ANDROID

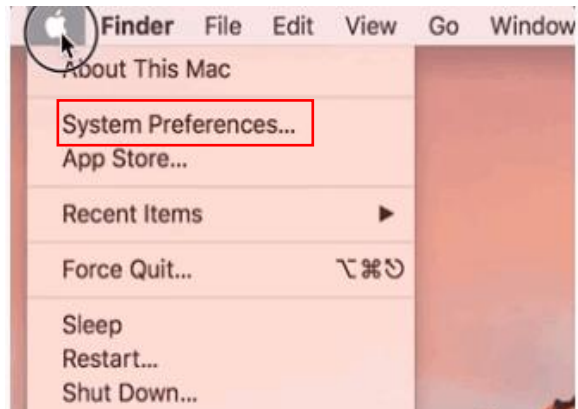


IOS

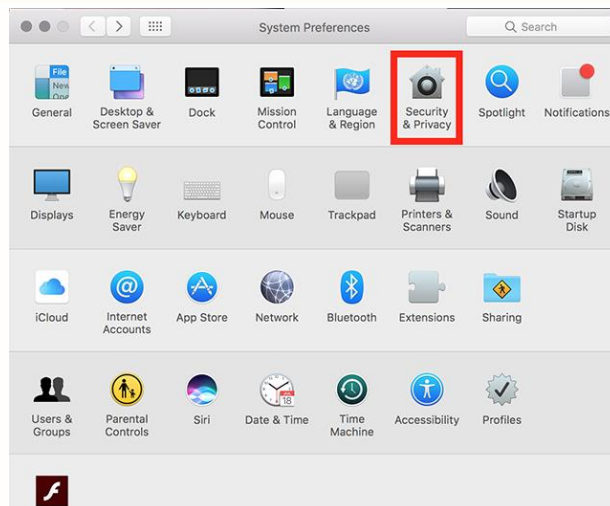
Step #3 Install the application. Once completed, click [here](#) to learn about [Using Zoom Cloud Meetings \(Android & iOS\)](#)

Pre-Installation Guide

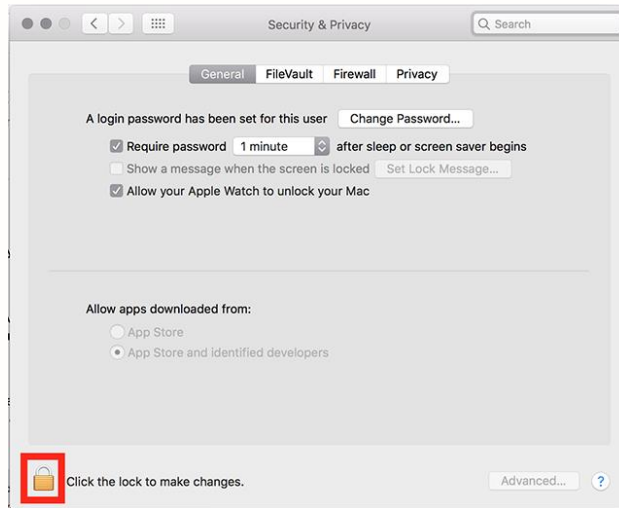
Mac



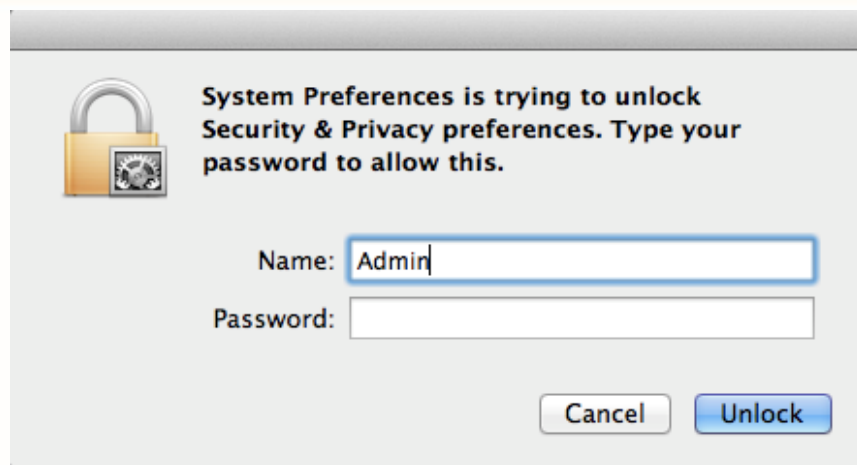
Step #1 Click on Apple icon then "System Preferences"



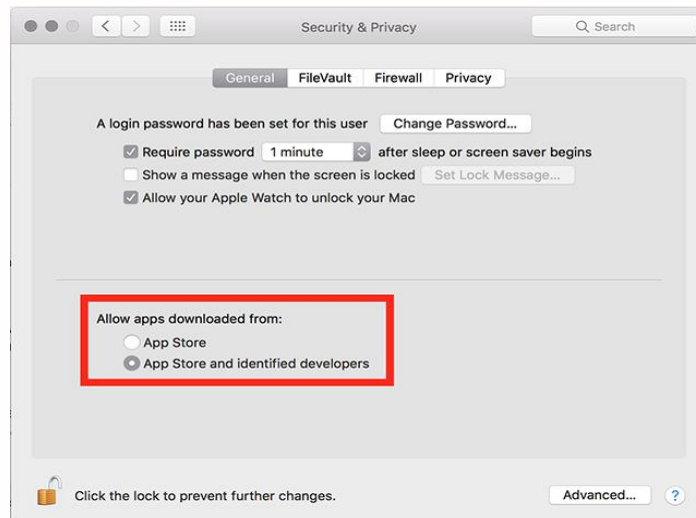
Step #2 Click on "Security & Privacy"



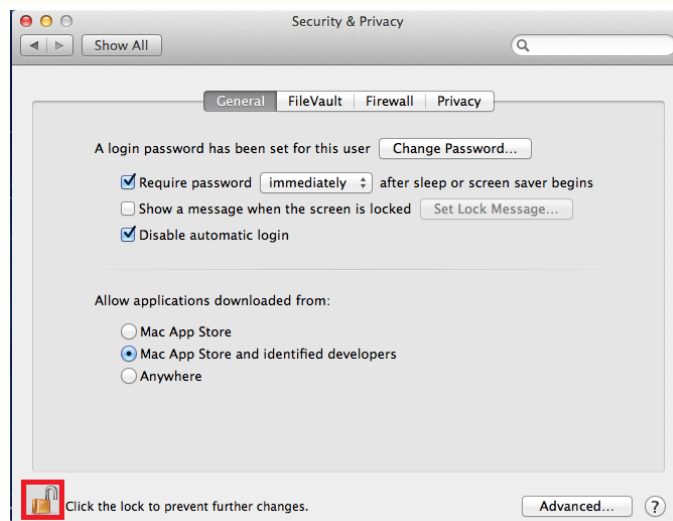
Step #3 Click the lock icon at the bottom left



Step #4 Enter your computer username and password



Step #5 Change the settings to "App Store and identified developers"

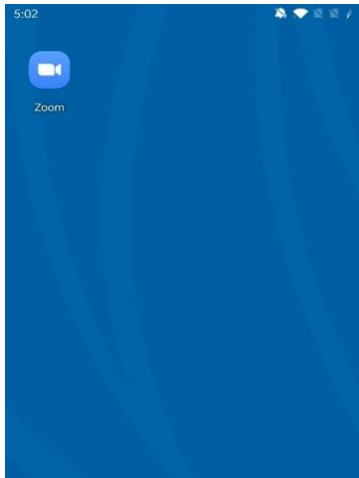


Step #6 Click on the lock icon to prevent further changes

Installation Guide Mac & Windows

1. Visit the [Download Center](#).
2. Search for “Zoom Client for Meetings” and click “Download”.
3. Open the downloaded file. It is typically saved to your Downloads folder.
4. Follow the prompts to install the application on your computer. Once installation has been completed, click this link on [Using Zoom Cloud Meetings \(Mac & Windows\)](#).

Using Zoom Cloud Meetings Android & iOS



ANDROID

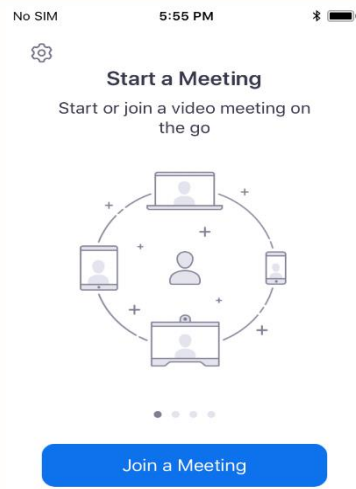


iOS

Step #1 Tap on Zoom

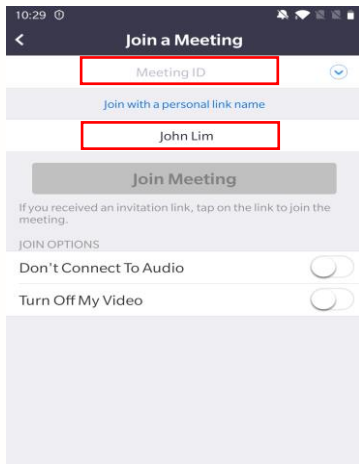


ANDROID

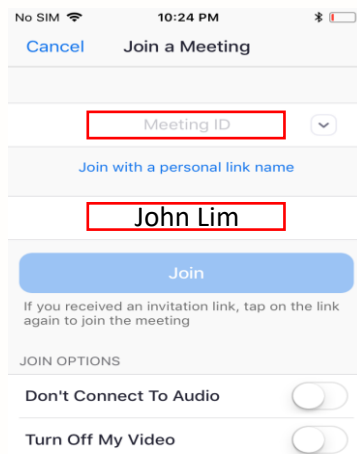


iOS

Step #2 Tap on "Join a Meeting"



ANDROID

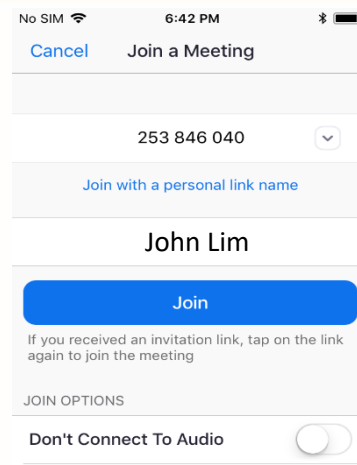


IOS

Step #3 Ensure that settings for “Don’t connect to audio” and “Turn off my video” are off. Enter the meeting ID provided and your name

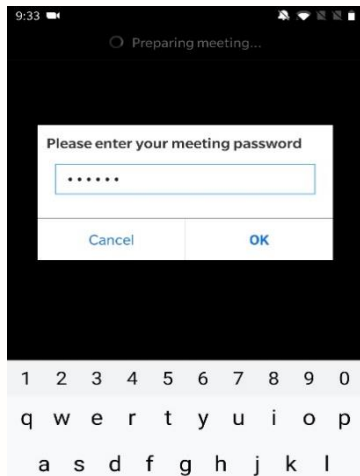


ANDROID

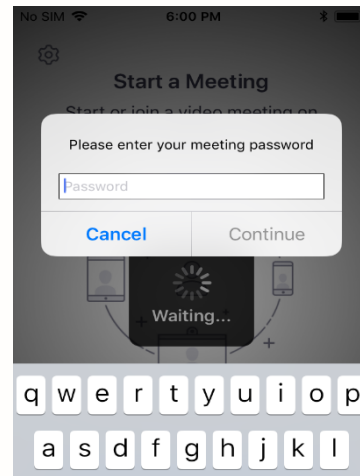


IOS

Step #4 Click on “Join Meeting” or “Join”

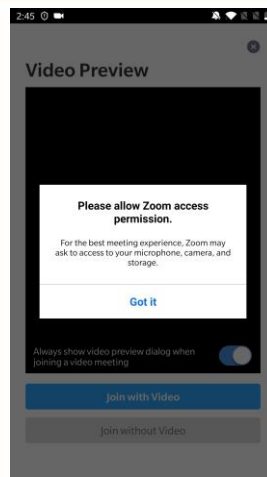


ANDROID



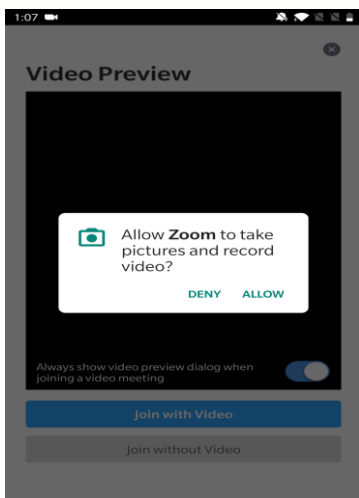
IOS

Step #5 Please enter the password and click on “OK” or “Continue”
iOS users, please continue to [Step 7](#).

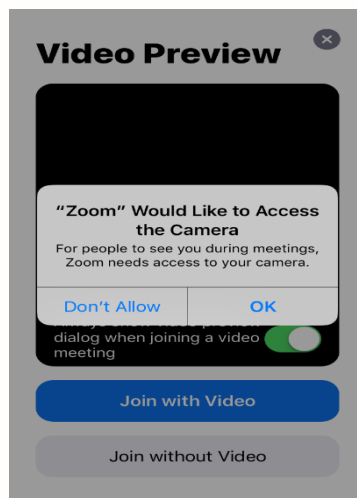


ANDROID

Step #6 Zoom will be requesting for permissions
(For Android only)

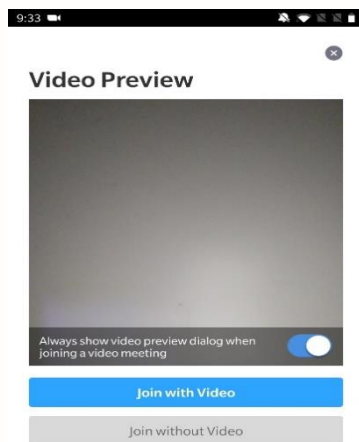


ANDROID

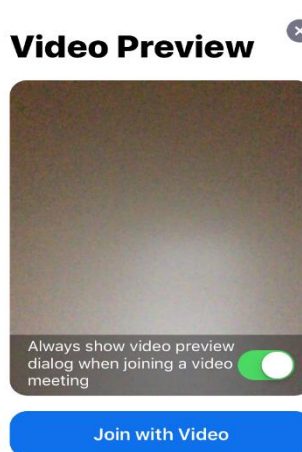


IOS

Step #7 To allow others to view you, please grant camera access. Click on "Allow" or "OK"

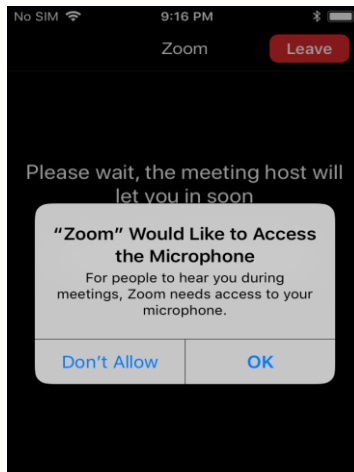


ANDROID



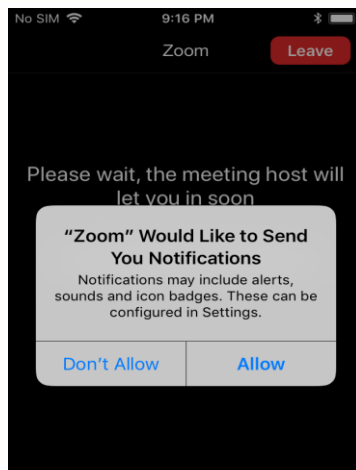
IOS

Step #8 Click on "Join with Video". Android users, please continue to [Step 11](#)



iOS

Step #9 To allow others to hear you, please grant microphone access
Click on "OK" (For iOS only)

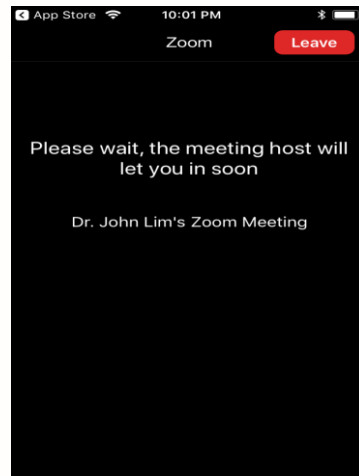


iOS

Step #10 Depending on your preference, click on "Allow" or "Don't Allow"
(For iOS only)

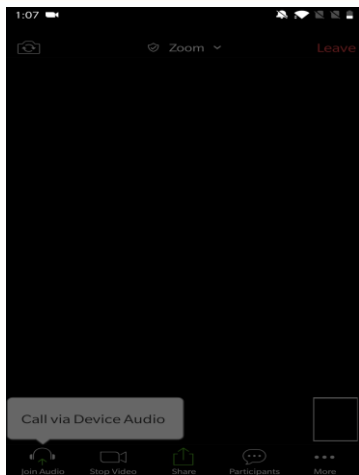


ANDROID

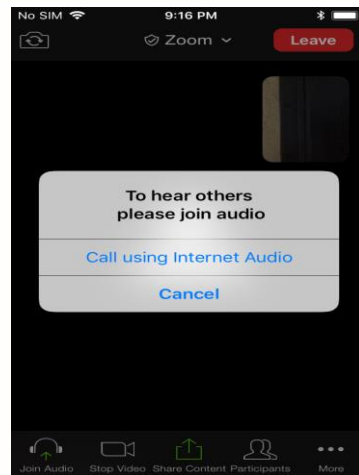


IOS

Step #11 You will be redirected to a waiting room before being admitted by your healthcare provider

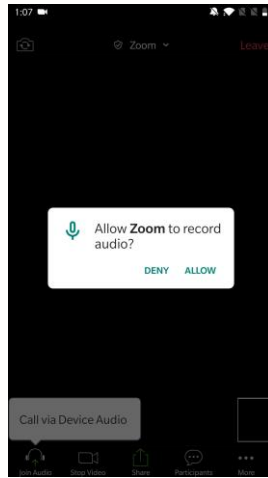


ANDROID



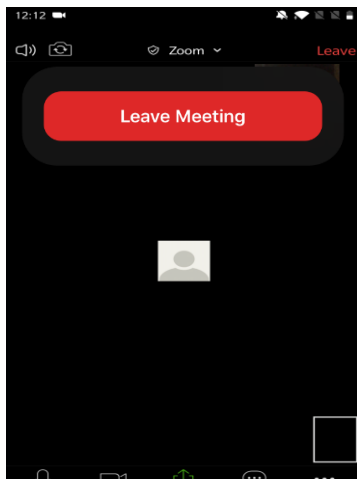
IOS

Step #12 Click on "Call via Device Audio" or "Call using Internet Audio" If you cannot see the options, tap on the screen once to call up the dialog box

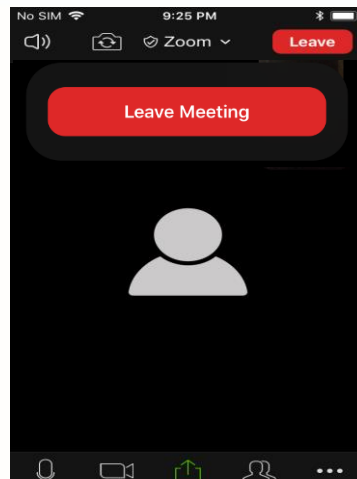


ANDROID

Step #13 To allow others to hear you, please grant microphone access
Click on "Allow" (For Android only)



ANDROID

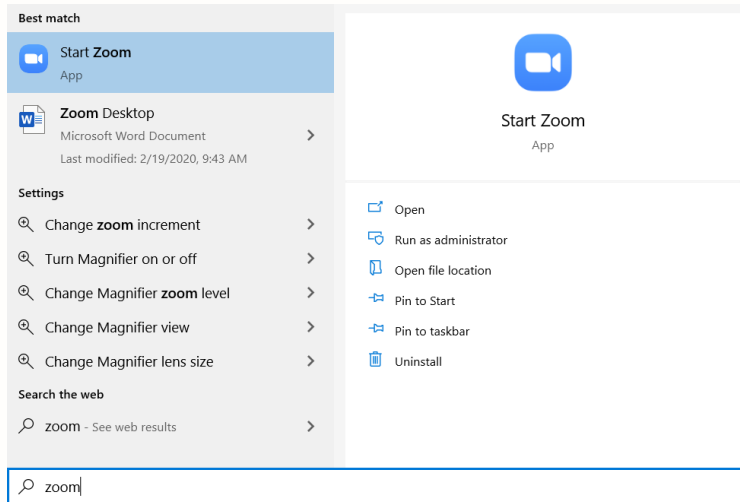


iOS

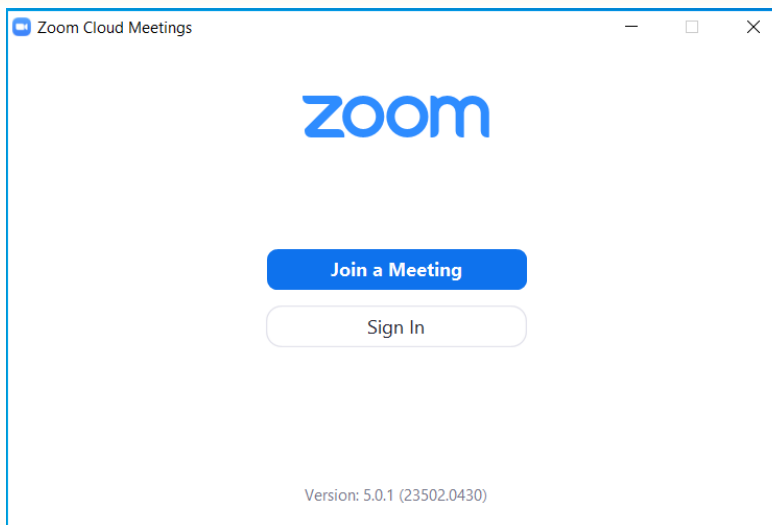
Step #14 After the consultation ends, click on "Leave" at the top right-hand corner and "Leave Meeting" to confirm

Using Zoom Cloud Meetings

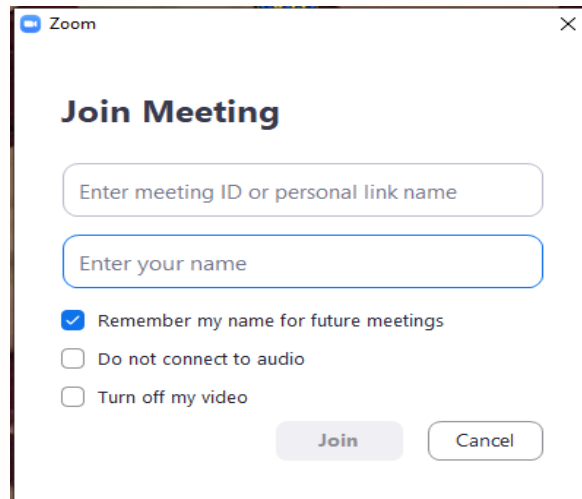
Mac & Windows



Step #1 Search for “Zoom” and launch the application

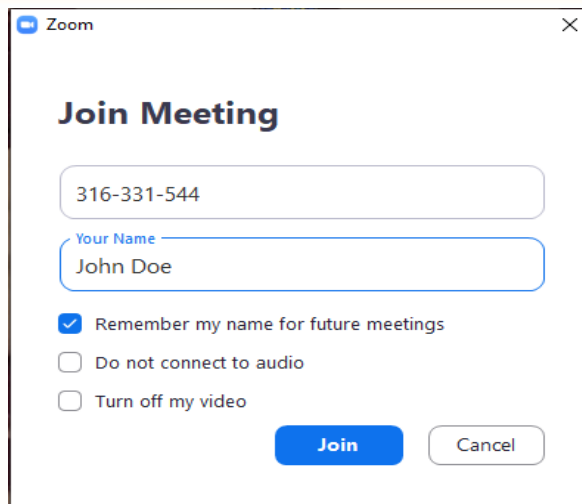


Step #2 Click on “Join a Meeting”



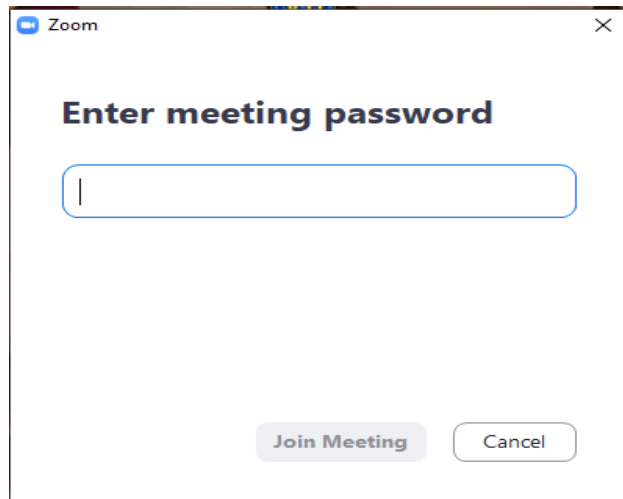
The image shows a Zoom 'Join Meeting' dialog box. It has a title bar with the Zoom logo and a close button. The main heading is 'Join Meeting'. Below the heading are two input fields: 'Enter meeting ID or personal link name' and 'Enter your name'. There are three checkboxes: 'Remember my name for future meetings' (checked), 'Do not connect to audio' (unchecked), and 'Turn off my video' (unchecked). At the bottom are 'Join' and 'Cancel' buttons.

Step #3 Ensure that settings for “Do not connect to audio” and “Turn off my video” are off. Enter the meeting ID provided and your name

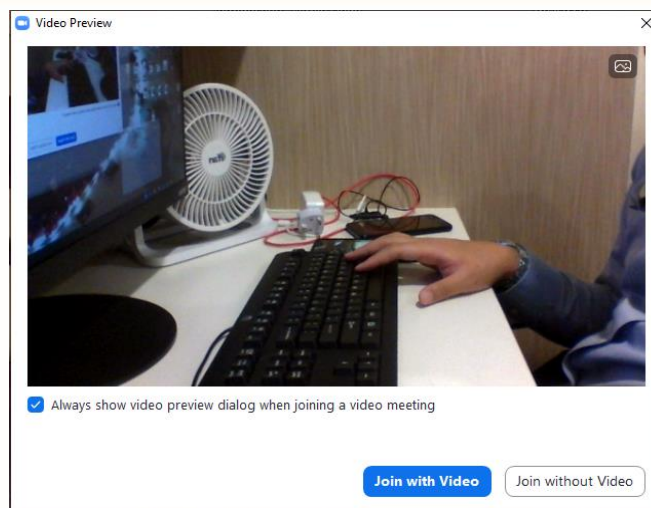


The image shows the same Zoom 'Join Meeting' dialog box, but with the fields filled. The meeting ID field contains '316-331-544'. The name field is labeled 'Your Name' and contains 'John Doe'. The 'Remember my name for future meetings' checkbox is checked. The 'Do not connect to audio' and 'Turn off my video' checkboxes are unchecked. The 'Join' button is now highlighted in blue.

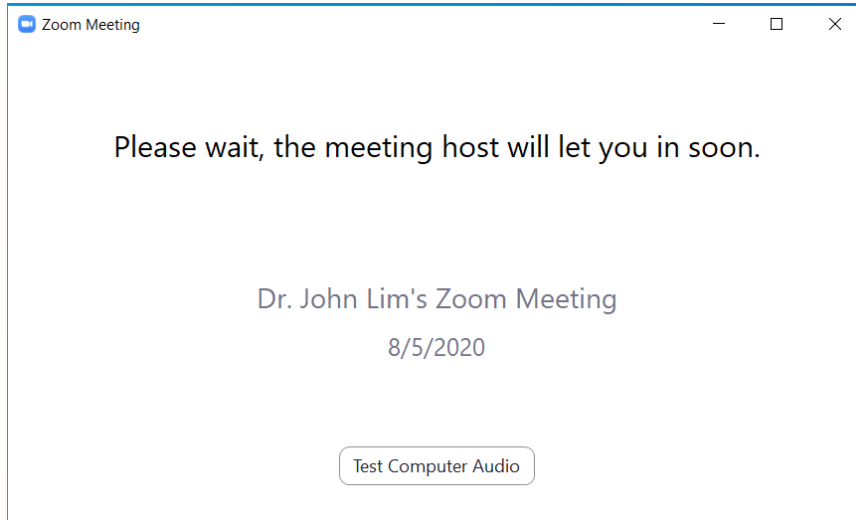
Step #4 Click on “Join”



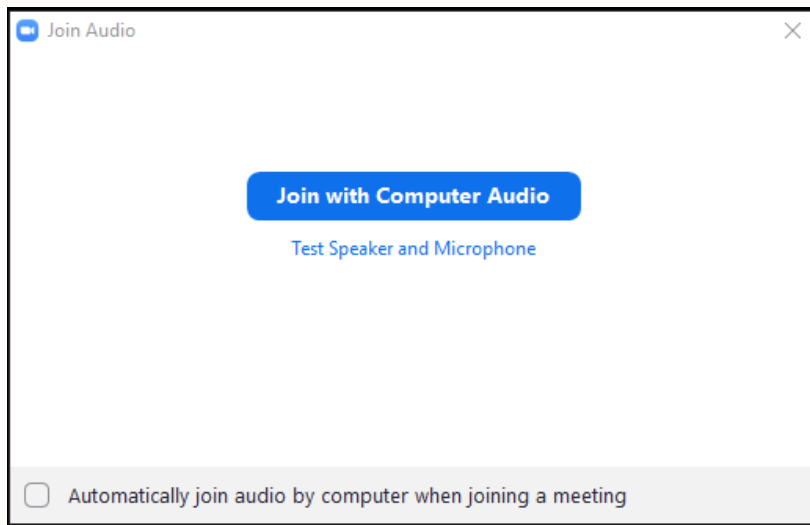
Step #5 Please enter the password and click on "Join Meeting"



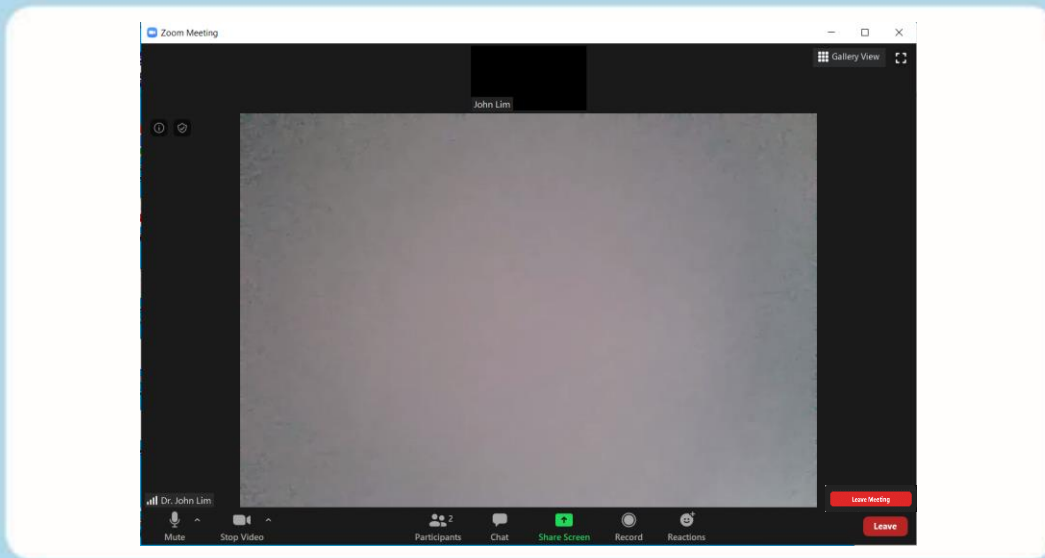
Step #6 Click on "Join with Video"



Step #7 You will be redirected to a waiting room before being admitted by your healthcare provider

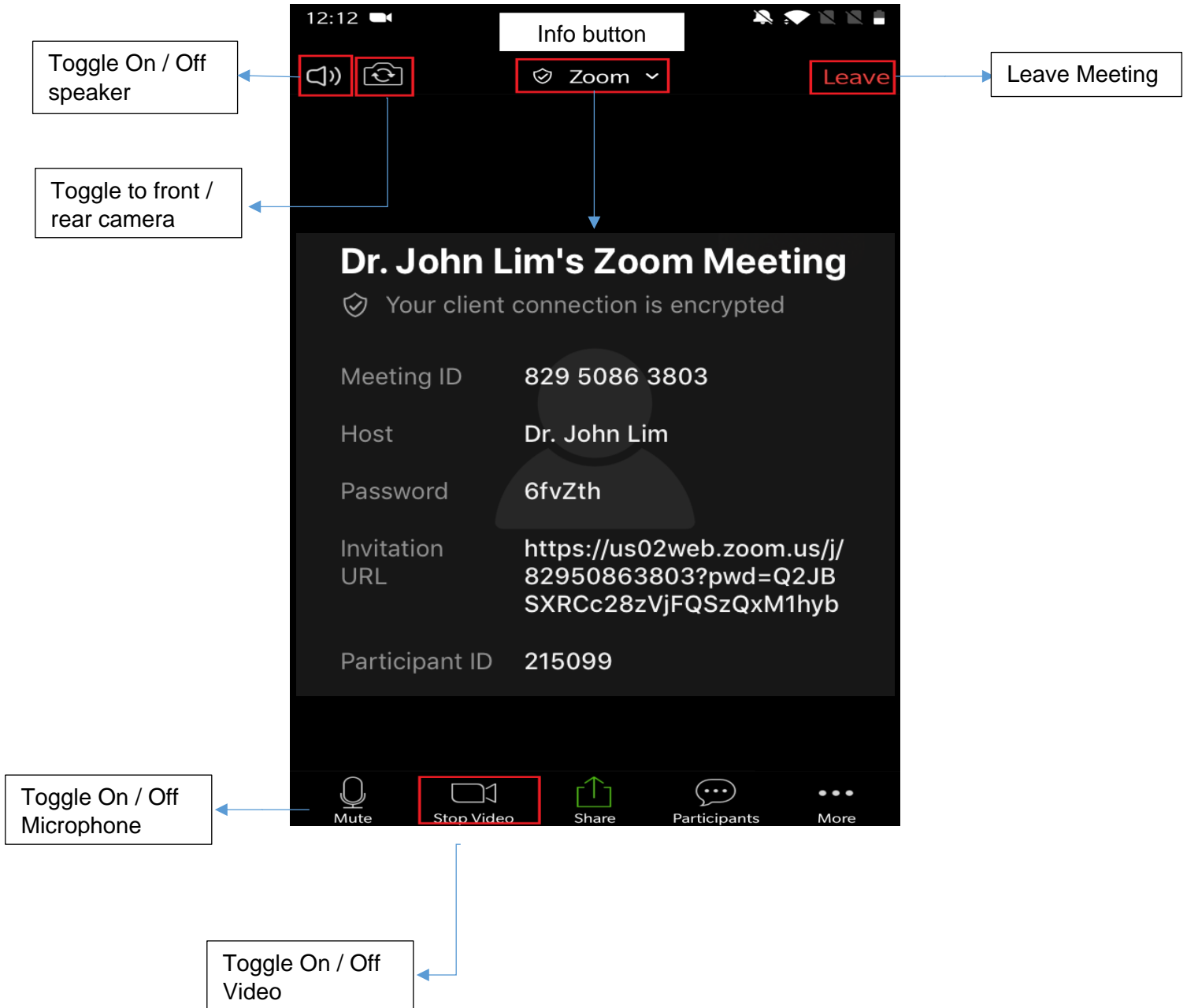


Step #8 Click on "Join with Computer Audio" to join the meeting

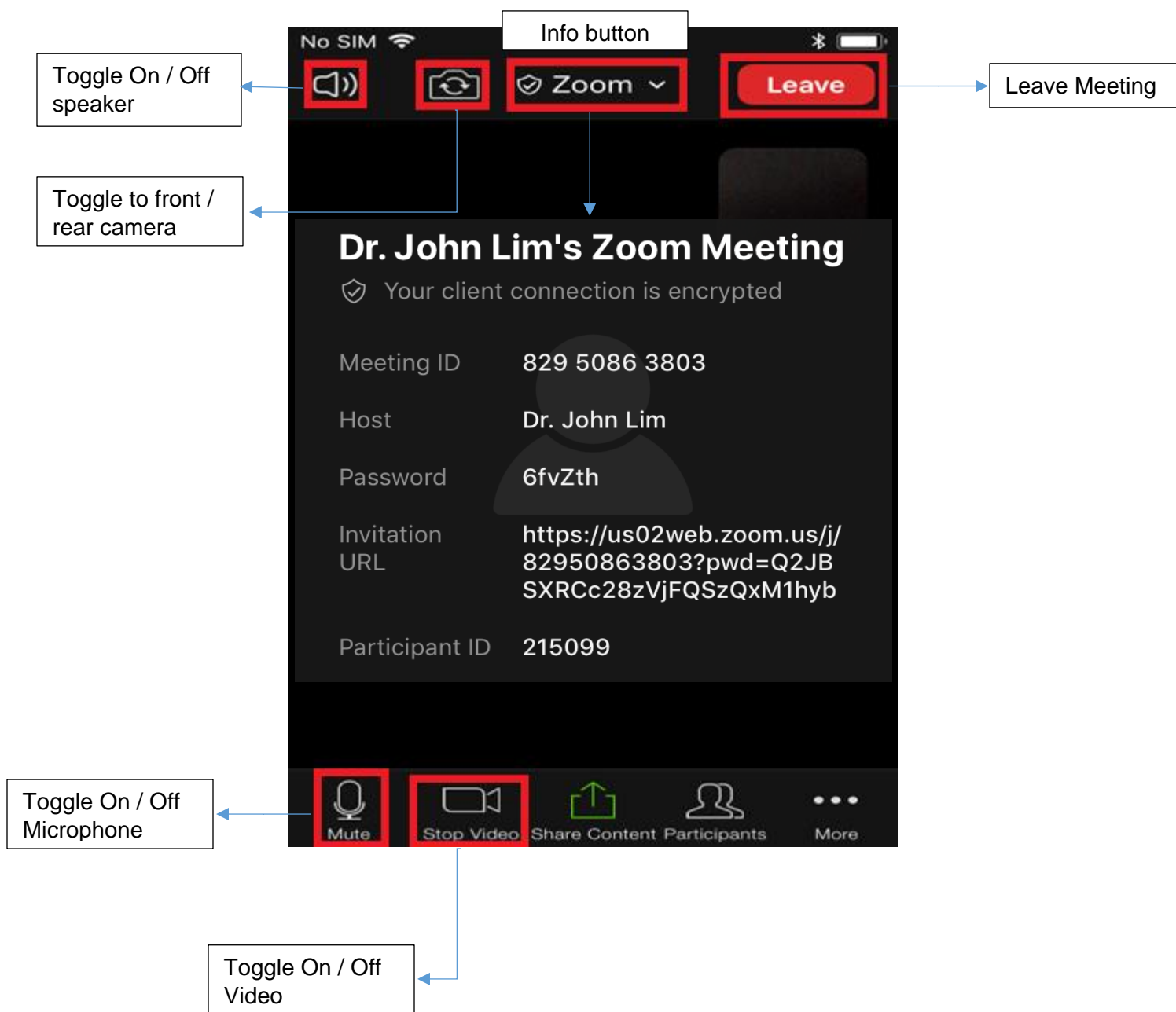


Step #9 After the consultation ends, click on “Leave Meeting” at the bottom right hand corner and “Leave Meeting” to confirm

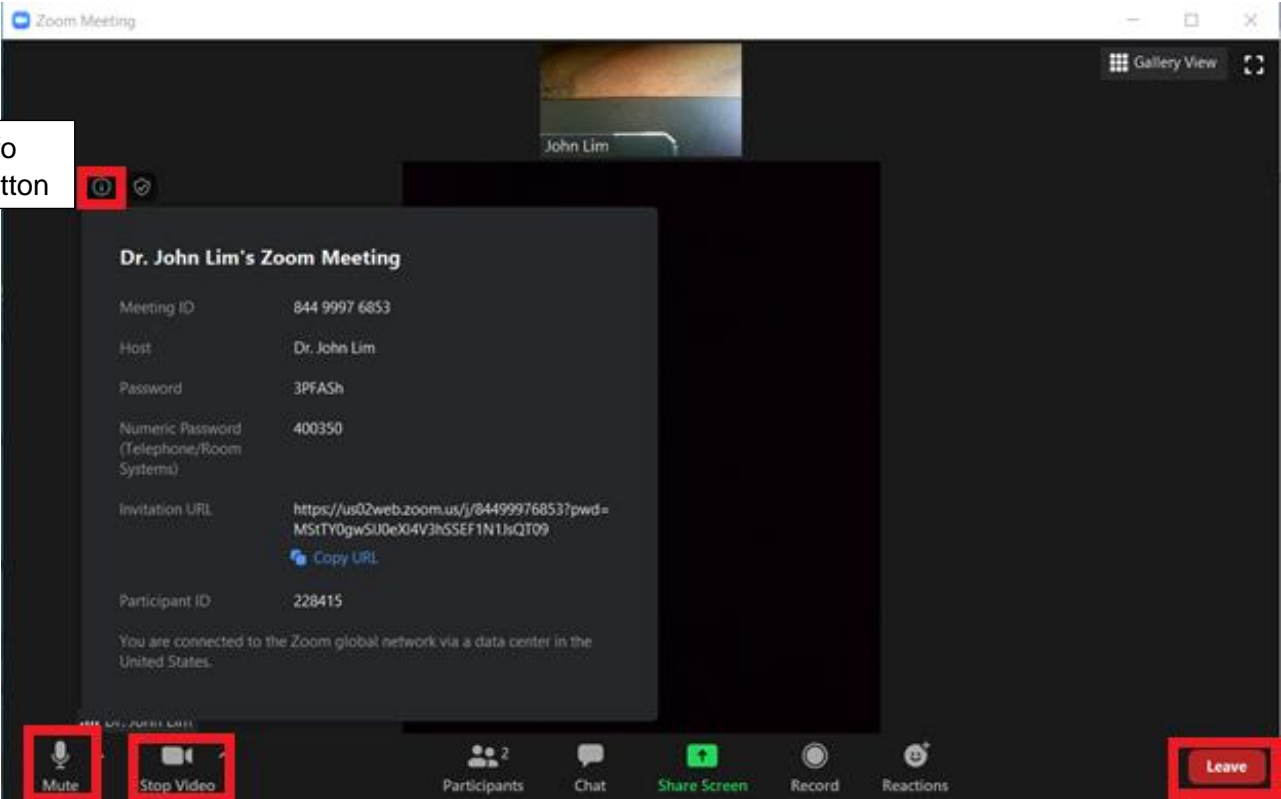
Functions within Zoom Cloud Meetings Android



Functions within Zoom Cloud Meetings iOS



Functions within Zoom Cloud Meetings Mac & Windows



Toggle On / Off
Microphone

Toggle On / Off
Video

Leave
Meeting

Tips to improve your video consultation

1. Avoid typing on your keyboard (if you are using a PC or laptop). Turn off all music/sounds and use a room with no or minimal background noise. Use a headphone or earpiece with a microphone with your PC/laptop or tablet/smartphone if possible.
2. If you cannot hear your healthcare provider clearly, check whether your device or headphone/earpiece volume is too low.
3. Ensure that you are in a room with good lighting, especially on your face. Ensure that you are not under a shadow or have any lights behind you (i.e. no backlighting). If your room is dark, use a lamp to light up your face (but not directly shining into your eyes).
4. If you are using a tablet/smartphone for the video consultation, use a stand to hold it up, or prop the tablet/smartphone up, so that your hands are free.
5. If a stable Wi-Fi connection is available (e.g. using your home Wi-Fi), choose this over a 4G connection. It also helps to conserve your mobile data subscription.
6. If your session is prematurely terminated due to connection issues, your healthcare provider will contact you.
7. For more enquiries, please speak to the Yishun Health staff who had contacted you for your video consultation.