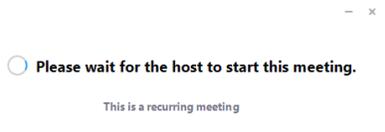
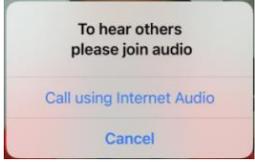
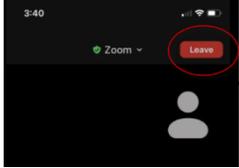
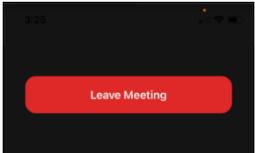


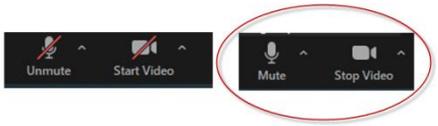
Norwegian American Hospital – Virtual Visit

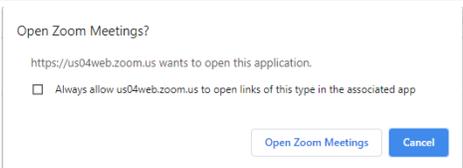
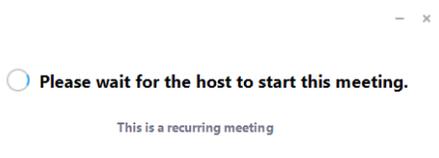
Norwegian American Hospital will use Zoom to host your virtual visit. You can join through an internet browser or through the app.

A smartphone or webcam is needed for a virtual visit. Please ensure your device has a working camera, microphone, and a strong internet connection.

Joining Zoom though Zoom App	
Step 1: Call NAH’s emergency room before opening your zoom link	773-292-8282
Step 2: Norwegian American Hospital will email or text you an invitation with a zoom link. Click on the link.	
Step 3: Click “Join with video”	
Step 4: You are now in the waiting room Once the doctor admits you, your screen will reconnect and begin your visit	<p>Please wait, your virtual visit will start soon.</p>  <p>Emergency Room TeleHealth's Zoom Meeting</p> <p><small>We will try our best to sign in on time, please be patient with us as we are actively working in the emergency department.</small></p>
Note: If you receive this screen, please wait. Your virtual visit will start once the doctor starts the Zoom meeting	
Step 5: Click “Call using internet audio”	
<p>Your virtual visit has started The doctor can see and hear you</p>	

To END your virtual visit	
<p>Click anywhere on your phone screen to display the drop down taskbar</p> <p>Note: Your virtual visit can be ended by you or the doctor</p>	<p>Click “Leave”</p>  <p>Click “Leave Meeting”</p> 

Audio/Video Troubleshooting	
<p>Confirm your microphone and video are displayed <i>without</i> red diagonal. This enables the doctor to see and hear you.</p> <p>If a red diagonal is displayed over icons, tap/click the icon to enable the feature.</p>	

<h2>Joining Zoom through Internet Browser</h2>	
<p>Step 1: Call NAH’s emergency room before opening your zoom link</p>	<p>773-292-8282</p>
<p>Step 2: Your provider’s office will email or text you an invitation. Click on the link.</p>	
<p>Step 3: Click “Open Zoom Meetings”</p>	
<p>Step 4: Click “Join with Computer Audio”</p>	
<p>Step 5: You are now in the waiting room</p> <p>Once the doctor admits you, your screen will reconnect and begin your visit</p>	
<p>Note: If you receive this screen, please wait.</p> <p>Your virtual visit will start once the doctor opens the Zoom meeting</p>	
<p>Your virtual visit has started The doctor can see and hear you</p>	

To END your virtual visit

Click the **"X"** in the top right corner of your computer screen.

Note: Your virtual visit can be ended by you or the doctor



Click **"Leave Meeting"**

