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Welcome to telemedicine at Premier Bone & Joint Centers powered by Zoom! We are so excited to announce that we have partnered with Zoom, a HIPPA compliant contemporary online video communications company, to bring the additional option of telemedicine to our patients in this difficult time. Due to the Coronavirus (COVID-19) outbreak and recommendations of the Centers for Disease Control (CDC) we have decided to adapt a virtual health model in order to safely care for patients and protect our staff as well as their loved ones. At this time, only emergent or urgent patient care and surgeries will be done in an in person format, however, we are always available via telephone for any questions, comments, concerns or suggestions that you may have. As a patient we know that you have options when it comes to your orthopedic health and we appreciate the trust that you instill in our providers and organization to provide to you superior care locally.

As a patient you have rights, if you wish to postpone your appointment, especially if it is not a time sensitive matter/urgent, until we resume a normal clinic pattern we respect this decision. However, kindly contact our appointments desk to arrange this at 1(800)446-5684. Otherwise, you can elect to continue with either a telephone call with a provider regarding your issue or we are now offering an efficient telemedicine video conference platform via Zoom. At this time we are implementing this policy from 3/19/20 through 4/3/20. The situation will be re-evaluated at that time and may be extended based upon the state of the epidemic. We will do our best to remain in contact with patient to keep them up to date.

If you choose to move forward with a Zoom telemedicine visit with a provider please see the information below on how to install, set up and proceed with this event.

## What Is Zoom?

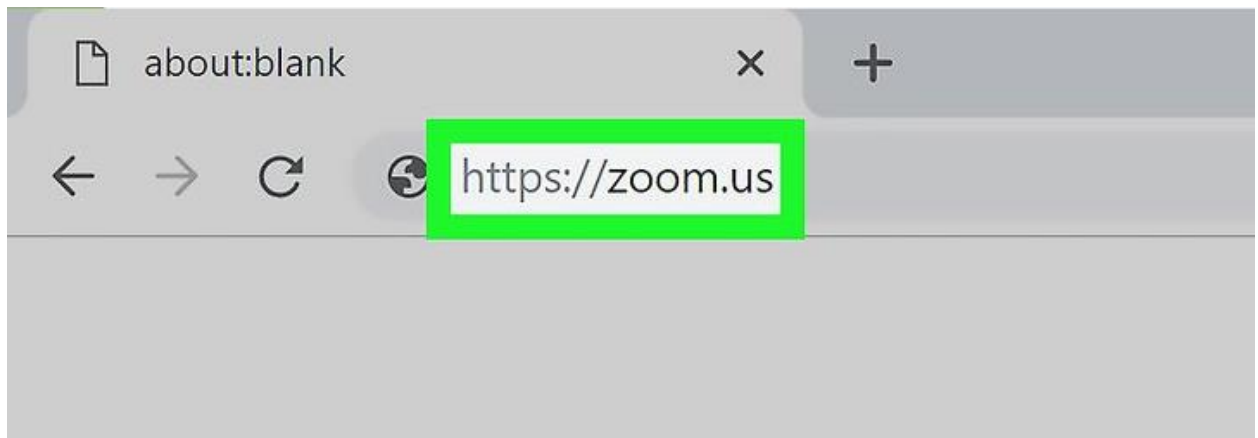
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Zoom is a health information (HIPPA) compliant video conferencing system that allows you to have a video conference based visit with your trusted Premier Bone & Joint physician. You must have a computer, tablet or smart phone with a front facing camera to participate in the telehealth visit. There are a few steps you must take to help you prepare for your initial appointment. Please be sure that when you make your appointment, we have a good contact number on file to reach you via telephone in case there are technical issues with the Zoom call. Also enter your first as well as last name. Next you must decide which device to utilize in order to access the conference.

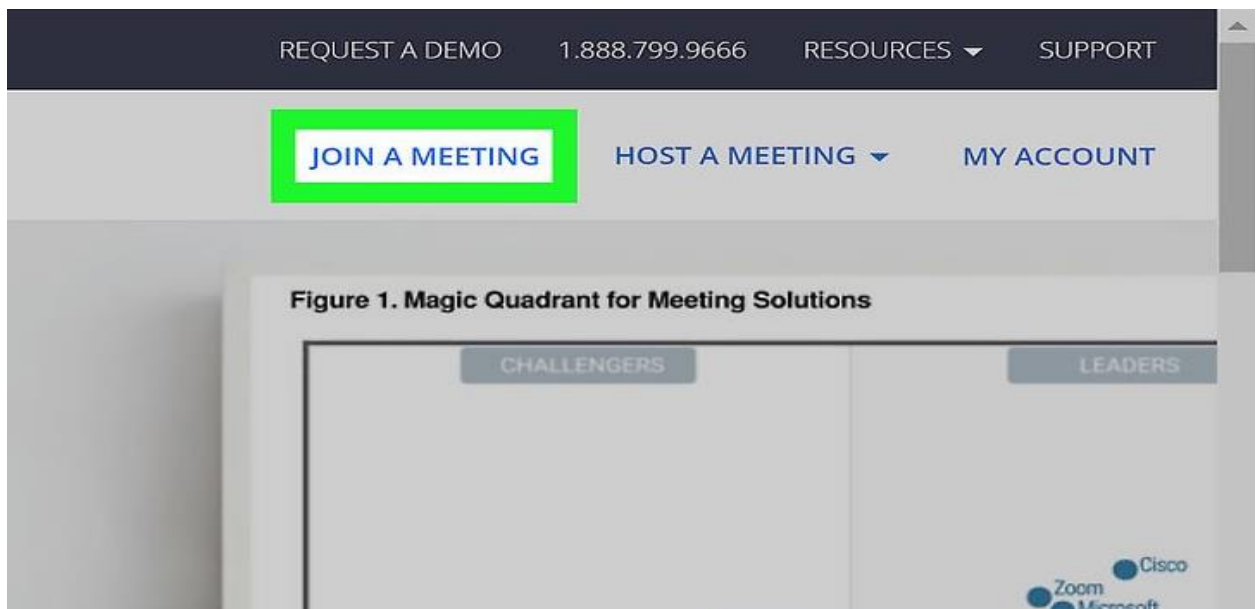
# Computer – MAC OR PC

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- 1 Open the **Zoom** website in your internet browser. Type <https://zoom.us> into your browser's address bar, and hit **Enter** or **Return** on your keyboard.



- 2 Click the **JOIN A MEETING** button on the top-right. You can find it near the blue **SIGN UP, IT'S FREE** button in the upper-right corner of the page.
  - If you're signed in, you'll see **MY ACCOUNT** instead of the sign-up button here.



### 3 Enter the meeting ID or link into the text field. You can get the meeting ID or link from the meeting's host.

- If you have an invitation email, you can also find the meeting ID here.
- You will be given an ID when booking your appointment. Please enter the virtual waiting room 10-15 minutes prior to your appointment and know that you may be waiting 10-15 minutes past that time. We ask that you bear with us through this new experience as we try to provide the best care for all patients and give everyone their needed time with the provider over this new platform/health system.

Join a Meeting

Your meeting ID is a 9, 10, or 11-digit number

**Join**

Join a meeting from an H.323/SIP room system

### 4 Click the blue **Join** button. This will find your meeting from your meeting ID or link, and connect you here.

- You'll see a message that says "Launching" on your screen.
- If the meeting doesn't automatically launch, click the blue **click here** link, and then click **join from your browser**.

Join a Meeting

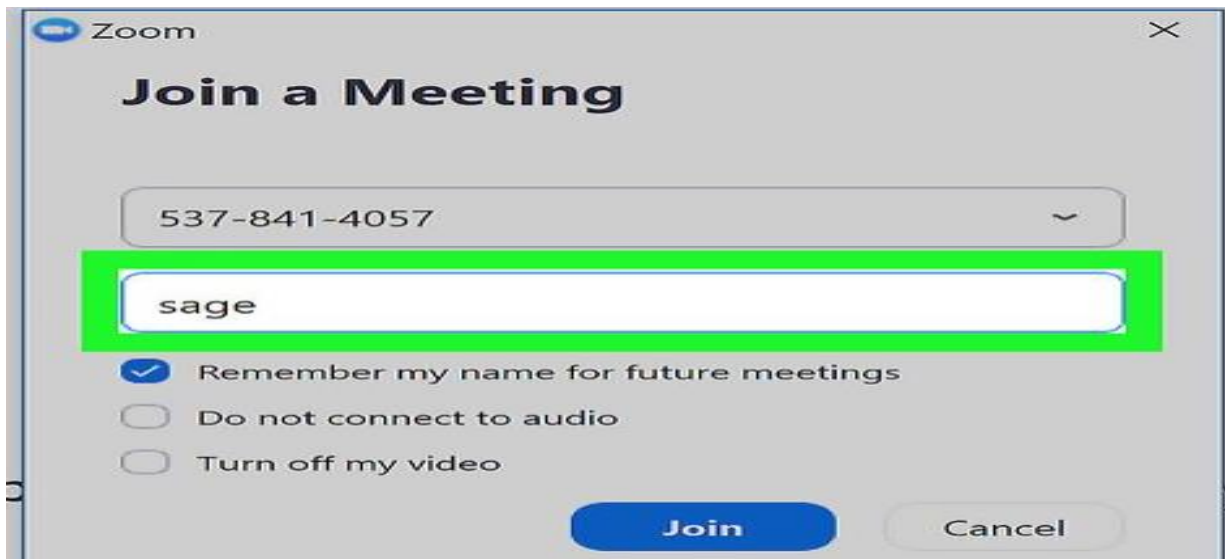
Your meeting ID is a 9, 10, or 11-digit number

**Join**

Join a meeting from an H.323/SIP room system

**5** Enter your display name for the meeting. Click the **Your Name** field, and enter a name here. You will connect to the meeting with the name you enter here.

- If you're logged in, you may automatically skip this step.



Zoom

## Join a Meeting

537-841-4057

sage

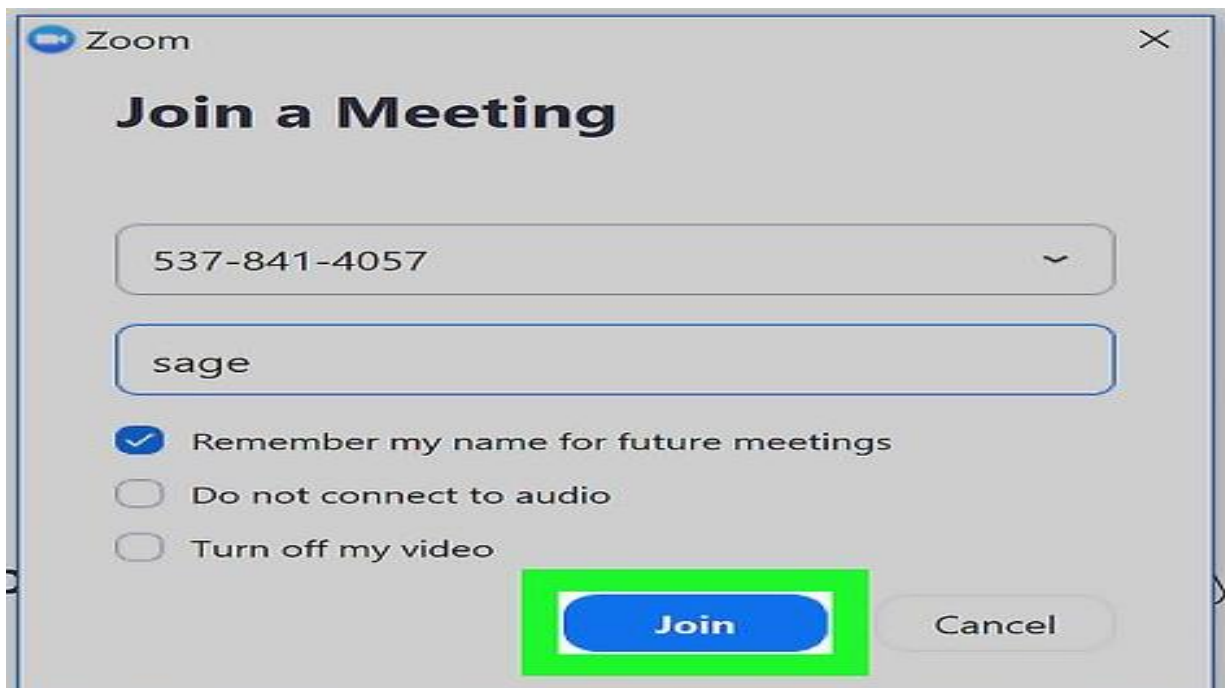
Remember my name for future meetings

Do not connect to audio

Turn off my video

Join Cancel

**6** Click the blue **Join** button. This will connect your audio to the meeting, and open the meeting screen in a new tab. You can now use your microphone, and start talking with your colleagues in the meeting.



Zoom

## Join a Meeting

537-841-4057

sage

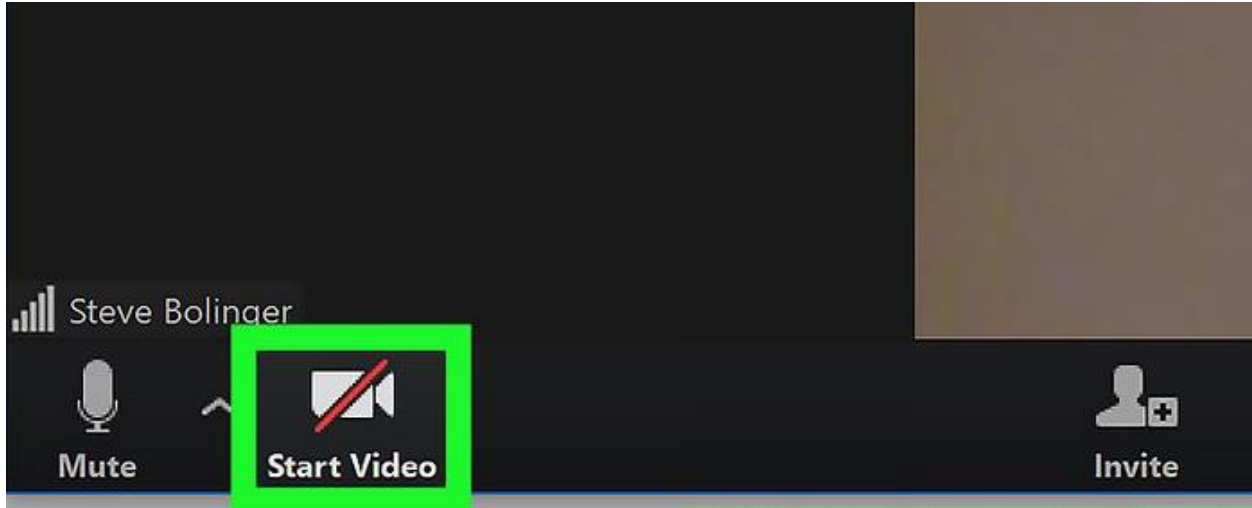
Remember my name for future meetings

Do not connect to audio

Turn off my video

Join Cancel

**7** Click the **Start Video** button on the bottom-left. This button looks like a video camera icon in the lower-left corner of your screen. It will turn your camera on, and allow the other participants to view your video.



## Smartphone or Tablet

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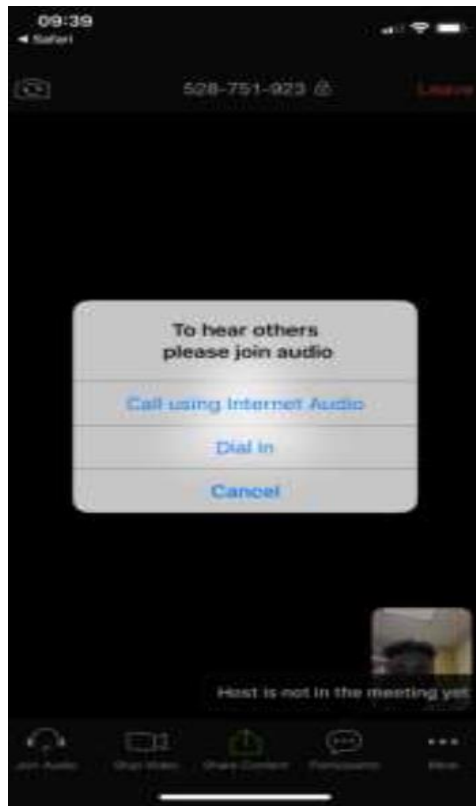
The Zoom application is also available for free download from either the Google Play Store or Apple App Store. See the instruction below for steps to set up your phone or tablet for zoom.

1. Go to your preferred application store and download the zoom application. Once installed, open this and it will prompt you to enter your name. Please enter your first AND last name.



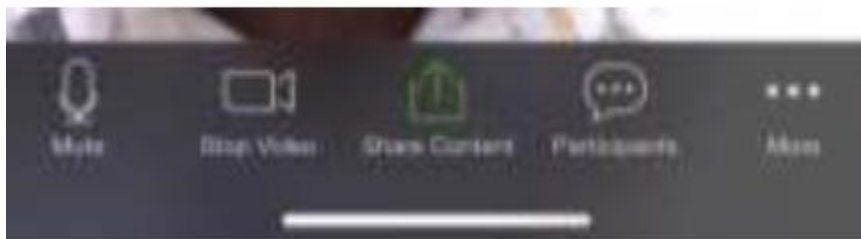
SMARTPHONE

2. The next prompt will ask you how you would like to audio or sound source for the meeting to be connected.



3. Be sure that your microphone is not muted and that your speakers are not muted. This way you and your provider can speak to one another. You will also need to make sure that your video stream is “started” so that you can see each other. The tool bar at the bottom of your screen should look like this. You may have to tap your phone screen on your phone to get this toolbar to appear.

## SMARTPHONE:



4. You should be able to see and speak with your provider. If your provider or you are having technical difficulties however, they may contact you via the phone number you have provided us. This set up does not have to be completed for additional appointments, however, you may be provided with a new meeting ID to input, especially if it happens to be with a subsequent provider.

# Flow of Appointment and Important Points

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Once you have set up complete, log into your meeting 10-20 minutes prior to your scheduled appointment time. You will be connected and placed in a virtual waiting room until your provider is ready to meet with you. Please be patient as we transition to this means of care. We will try and do our best to see everyone at or around their given appointment time, however, due to technology delays, human error, patient care needs and so forth we may be early or late in meeting that time. Thus it is crucial you are in the waiting room 10-20 minutes prior to your appointment and remain there until connected. Not being available in the waiting room could cause delay in your time with the physician or the appointment to be rescheduled and/or canceled. If you have any concerns, feel free to contact Premier Bone & Joint via telephone at any point to ensure they are addressed.

Once you have connected with the provider he or she will address you as if they were right in the room alongside you. Please be cognizant of your surroundings to ensure the highest quality of interaction and care. Places with loud noises and limited visual acuity could hinder this encounter. Additionally, ensure that you are in proper clothing for your visit. For example, if you would like a provider to address your knee, please make sure to be in shorts or loose clothing so that you can expose the knee to the camera for evaluation.

The provider will begin by obtaining a history of present illness or injury and asking you diagnostic questions in order to gain context to what caused you to make the appointment. He or she will then examine the body part as appropriate per the given mode of care. They will also go over any imaging via screen sharing which should be obtained prior to the appointment to make certain that you are gaining the most out of your time. Most new patients require an X-ray at their first appointment which can be ordered when the appointment is created and faxed to the desired facility. Please keep in mind that with the current state, most facilities require patients to call ahead to be screened and schedule a time to come in to have this done, including all Premier Bone and Joint (PBJC) locations. If you are feeling ill, have recently traveled out of the country/have been on a cruise ship, are under recommended quarantine, or currently have any symptoms such as a cough, fever, chest pain or shortness of breath please discuss this with staff prior to entering a PBJC or any healthcare facility. If you already have imaging, please let staff know so that we can ensure that we have access to it. If it is a facility that we cannot get imaging from, we may ask that you mail a disc with a radiology read to 1909 Vista Drive, Laramie, WY 82070 prior to your scheduled meeting time.

At the end of the appointment, your provider will give his recommendations and detailed healthcare plan. Any orders, prescriptions, etc. will be faxed or sent electronically to the needed facility. If you have clinic paperwork to complete we will either mail/email this to you, have you do this at a PBJC clinic once things resume as normal, or soon a patient portal will be available which will allow you access to these forms online. Thank you again for all of your help and understanding during these difficult times. If you have any questions or concerns please contact the office. Together we can make it through and achieve a healthy nation.