

Using Zoom to Connect with a Patient

Instructions for Family Members and Loved Ones

Staying connected with loved ones is important for a patient's health and well-being when they are in the hospital. Michigan Medicine has temporarily changed our family and visitor policy, which may limit your ability to visit a patient in person. However, many patients in the hospital can use their personal devices to virtually connect with loved ones. Patients who do not have access to personal devices may be able to borrow a Michigan Medicine iPad to join a scheduled Zoom meeting with loved ones. This guide will walk you through the steps to set up a Zoom account and start a meeting.

How do I get Zoom on my device?

To get started, you need to install the application on your device. This can be a smart phone, tablet, desktop computer, or laptop computer. A basic version of Zoom is free to download.

If you are using a computer

1. Using your internet browser, visit <https://zoom.us/download>
2. Follow the instructions on the web page to download the Zoom application

If you are using a tablet or smart phone

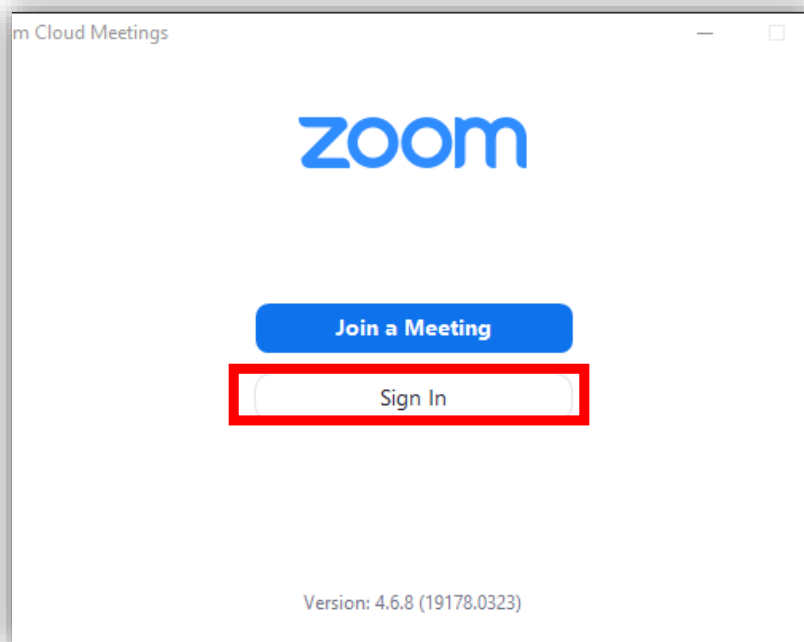
1. Visit the Google Play store (Android) or the App Store (iPhone/iPad)
2. Search for "Zoom" and install the application

Do I have to pay for a Zoom account?

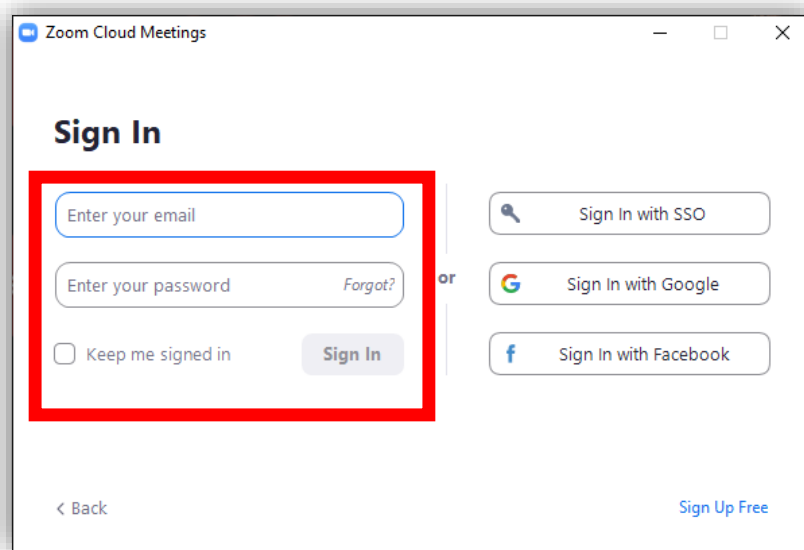
No, you can sign up for a free Zoom account. The free version of Zoom offers many of the same features as a paid account. If you are using a free Zoom account, your group meetings will be limited to 40 minutes and will end automatically when you have reached the 40-minute mark.

How do I sign in to Zoom?

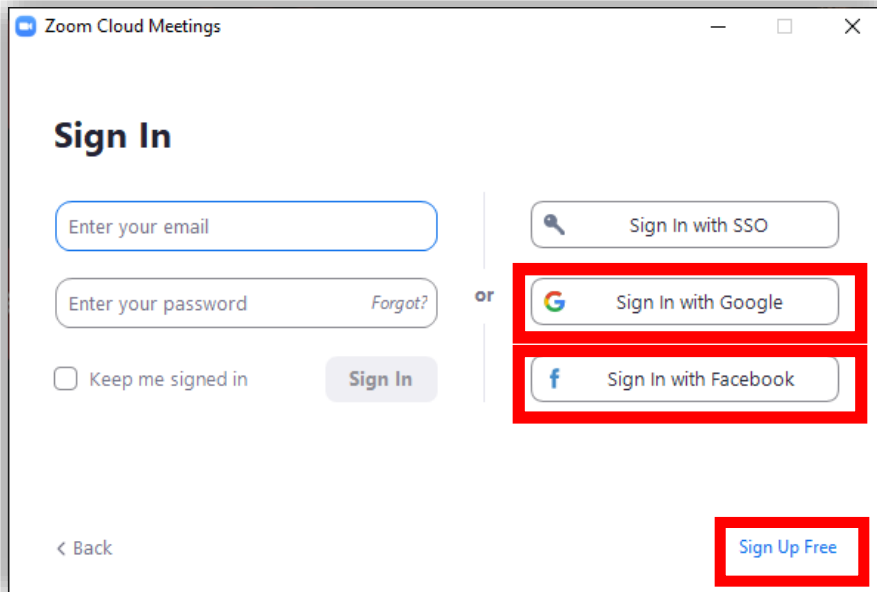
1. On your computer or device, click the Zoom icon to launch the application
2. On the home screen, click “Sign In”



3. If you have a Zoom account already, enter your email and password and click “Sign In”

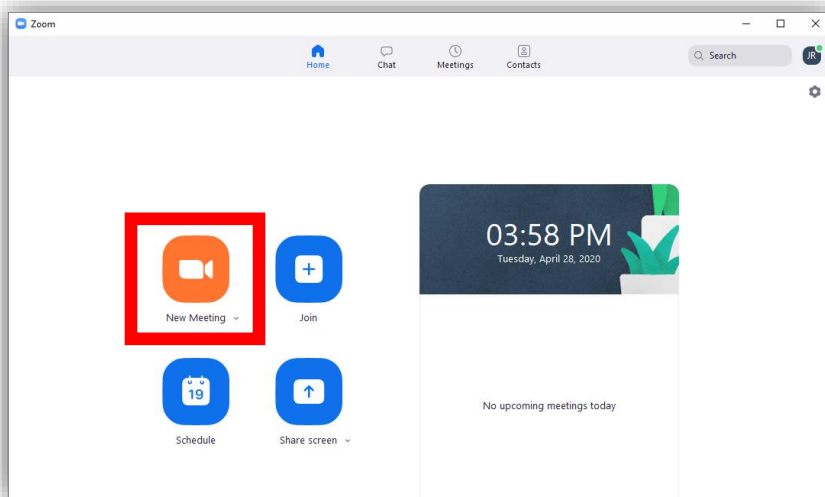


4. If you do not have a Zoom account, you can sign in using one of the following options:
- Sign in with a Google account
 - Sign in with a Facebook account
 - Click “Sign Up Free” to create a new Zoom account with your email

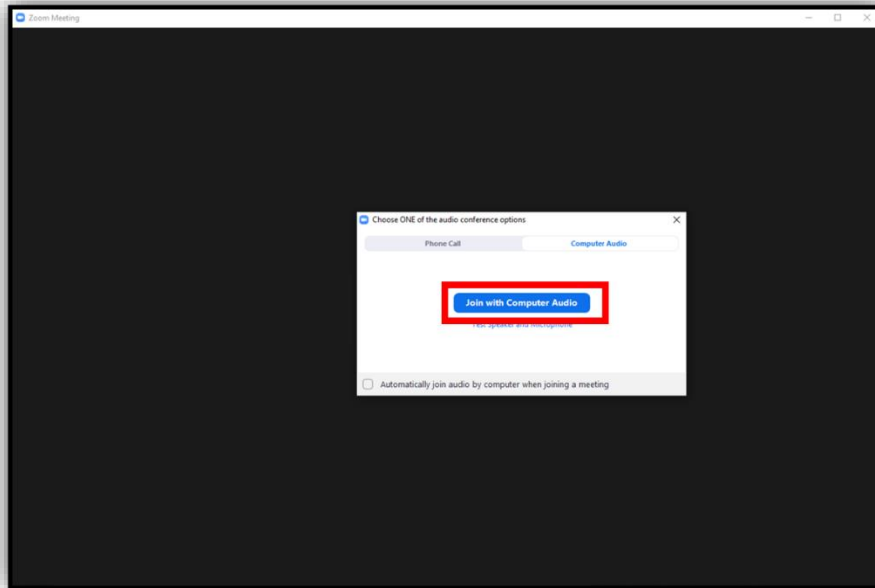


How do I start a new Zoom meeting?

1. On the Zoom Home Screen, select “New Meeting”

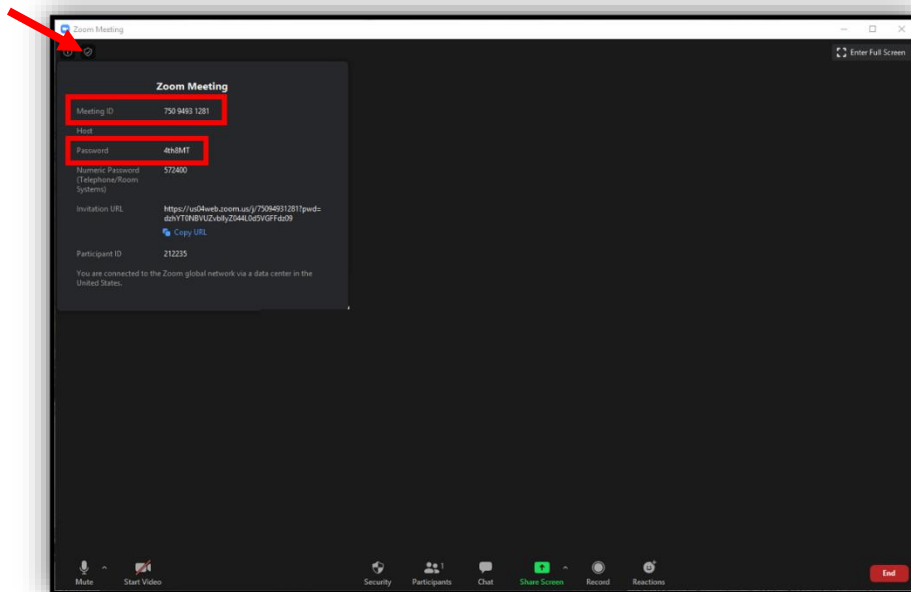


2. When prompted to select your audio options, choose to “Join with Computer audio.” Your device may show slightly different options.

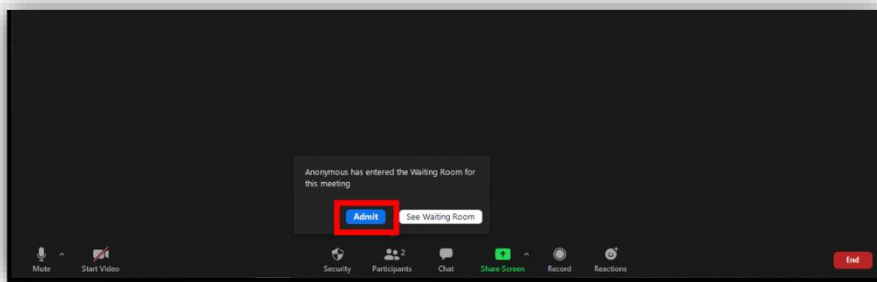


How do I invite people to join my Zoom meeting?

1. In the top left corner of your Zoom screen, click the checkmark icon to open your meeting settings. This will open a window that shows your **Meeting ID** and the Password to join your meeting.

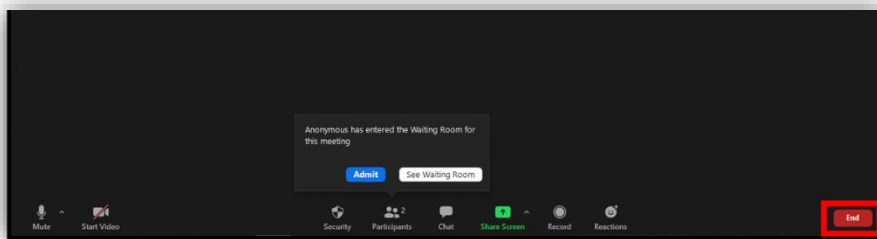


2. Send this **Meeting ID** and **Password** to your contact on the patient's care team so that the patient can join the meeting.
3. Send this **Meeting ID** and **Password** to any other individuals you would like to join the meeting, or click "Copy URL" to copy a direct link that you can paste into an email or text message to share.
4. When someone joins the meeting using the Meeting ID and Password you shared, you will see their name appear at the bottom of the screen. If you want to let them into the meeting, click "Admit."



How do I end my Zoom meeting?

1. When you are ready to end the meeting, click the red "End" button in the bottom right corner of the screen.



For more information about Zoom, including video tutorials, you can visit support.zoom.us online.