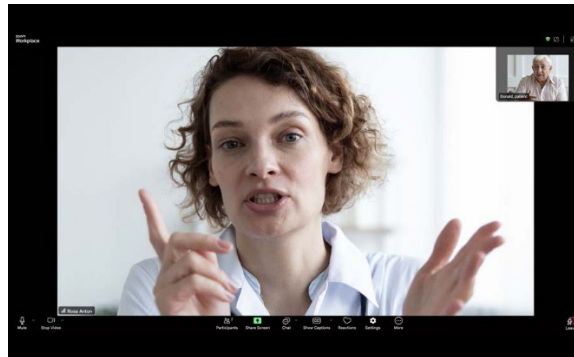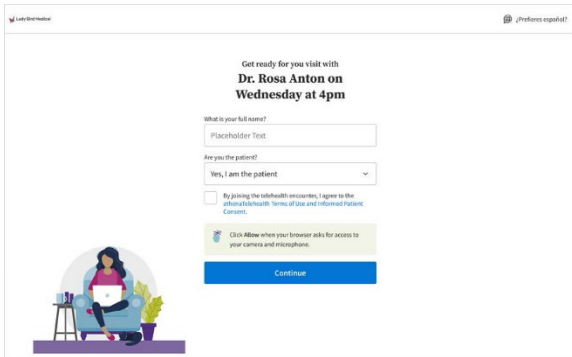## New Telehealth on Zoom

Introducing our new Zoom-based Athena Telehealth experience. Enjoy an easier-to-navigate telehealth platform with more features and capabilities. The following images demonstrate the Zoom-based athenaTelehealth online visit from the patient perspective.

- To get started, either the patient or someone close to them—like a spouse, family member, or caregiver—needs to fill in the necessary information and then click on the "Continue" button.

- Once they join the visit, they will see a preview of the provider's video. At this point, they can also adjust their own audio and video settings according to their preferences.

- When the visit begins, you'll notice that you, the patient, will appear in the upper right corner of the screen, while the provider will be in the main view.

- Once the provider wraps up the visit, you'll see a message indicating that the meeting has ended. At that point, just click "Ok" to move on to a quick survey based on your experience. However, if the provider forgets to select "end meeting for all," you will need to click "Leave Meeting" to exit.

Your Feedback Matters

After completing your athenaTelehealth online visit, you will be prompted to participate in a short feedback survey that uses a star rating system to evaluate your experience. Upon finishing the survey, you'll be directed to a confirmation page indicating that your visit has concluded. If you experienced any technical difficulties during the session, you'll have the opportunity to report those issues directly on that page.