

Instructions for UF Orthopaedic Non-MyChart TeleMedicine Visits

Request an Orthopaedic TeleMedicine Visit: (Not all visit types can be conducted via telemedicine)

1. Visit our [TeleMedicine Request Page](#)
Or
2. Contact us at 352-273-7001

Review Our [Consent and Authorization](#)

You will be asked to provide your verbal consent over the telephone before the provider can see you in your Telemedicine visit.

Getting Ready for your TeleMedicine Visit:

Please follow these easy steps to connect **prior** to your Non-MyChart Telemedicine Visit:

1. Install the Zoom Video Conferencing software (*Please approve any system requests during the installation.*)
 - a. For Windows and Mac PCs [download](#) here
 - b. For Apple devices [download](#) from the Apple App Store
 - c. For Android devices [download](#) from the Google Play Store
 - d. **Note:** After installing Zoom, you might be prompted to create a personal Zoom Account – This is unnecessary for your telemedicine visit. Instead, feel free to close the program or app and return to your home screen.
2. To connect with your doctor for the visit, please click on the "Start my Zoom Telemedicine Visit" link contained in the e-mail you received. You should click the link 10 minutes prior to your appointment start time. An example of this section from the e-mail can be seen below:
 - a. **Your Provider:** *Provider's name will appear here*
 - b. **Start my Zoom Telemedicine Visit:** *Zoom Link will appear here*
3. Your doctor will then connect with you at your appointment time.

User Guides:

Please ensure that your camera, microphone, and speakers are turned on within the Zoom app. If you need assistance with this, please refer to the instructions below for your device:

- [Zoom Patient Instructions - PC/Mac](#)
- [Zoom Patient Instructions - iOS](#)
- [Zoom Patient Instructions - Android](#)

Need help? Please contact us:

- For assistance with logging in or to reset your My UF Health password, please contact our office at 352-273-7001.
- For assistance starting your telemedicine visit or other technical help, please call (352) 265-8006.

Additional Information:

- Please do not drive or operate heavy machinery during your telemedicine visit, and avoid being in a moving vehicle during an encounter (even as a passenger).
- Find a quiet, private, well-lit area to sit when you talk to your doctor. Your privacy is important to us!
- For best video quality, use a wired or Wi-Fi connection.

Expected Benefits of TeleMedicine:

- Improved access to healthcare professionals and convenience.
- More efficient medical evaluation and management.
- Obtaining expertise of a distant specialist.

Possible Risks of TeleMedicine:

- As with any medical procedure, there are potential risks associated with the use of telemedicine. These risks include, but may not be limited to:
 - Delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment.
 - If this happens, you may be contacted by phone or other means of communication.
 - In rare cases, a lack of access to your complete medical records may result in adverse drug interactions or allergic reactions or other judgment errors.
 - In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information.