

Preparing for Video Appointment Technology Checklist

Your clinic has made an appointment for you to see your care provider by video so that you do not have to come to the hospital. This video visit could be using Zoom Healthcare or OTN (Ontario Telemedicine Network).

To ensure your video visit is successful, please follow this checklist at least 1 day prior to your appointment.

1



I have a computer / smart phone
/ tablet

Yes

No

2



I have internet

Check speed at www.speedtest.net

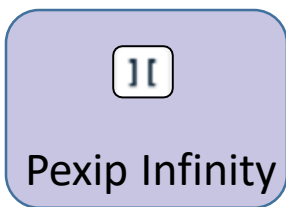
Zoom – Min. 600kbps (0.6mbps) up/down

OTN – Min. 768Kbps upload and 5Mbps download

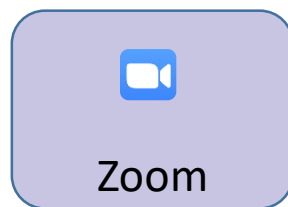
Yes

No

3



OR



I have downloaded the app for
video

Go to App Store (Apple) or Google Play Store (Android) on your mobile device to download the app.

Skip this step if you plan to use a computer

Yes

No

4



I have tested my device

For OTN: Select “Test your device” in your email invitation

For Zoom: Open Chrome or Safari and go to <http://www.zoom.us/test> on the device

Yes

No

If you selected “no” to any of the above items and are unable to obtain the technology needed for your video appointment, please contact your clinic. You have a choice to choose the visit option that works best for you.