

Zoom Telehealth Features

Zoom will be replacing Twilio as our telehealth solution embedded within AZZLY Rize. We are excited about this integration as we will retain all existing features while adding several new.

The following features will be accessible in our Zoom Telehealth solution:

- Select the Telehealth option when scheduling on the AZZLY calendar
 - An appointment may be telehealth or non-telehealth based on user selection.
 - A scheduled appointment that was selected as Telehealth will display the Zoom link within the appointment window for easy access in case the link needs to be copied and sent to others.
 - When a Telehealth appointment is scheduled, an email will be sent directly to the patient's email on record, notifying them of the appointment date and time, and will include a link for the Zoom session.
 - Appointment reminders can be sent to patient's 48 hours before an appointment, reminding them of the appointment time and upon confirmation, will include the Zoom session URL.
 - Patient's can access the Zoom session directly from their email or text reminder.
 - The Host **must launch** the meeting directly from their AZZLY calendar **since the Waiting Room is a required default setting**.

- Zoom Telehealth Meeting Features:
 - Hosts and attendees can adjust their audio and video settings prior to joining the meeting.
 - Hosts and attendees can choose whether to join the meeting with their audio and video turned on or off, then adjust as needed once in the session. See screenshot of settings on the page below.
 - Meetings may be one on one or include several attendees as needed for group sessions.
 - Hosts will have both defaulted settings and the ability to enable certain settings to better manage meetings.
 - Waiting Room is a **default required setting**, allowing attendees to join only once the Host is ready to begin the session.
 - Mute or Request to Unmute attendees
 - Disable Attendee's video and/or profile photo
 - Take back screen control from attendee who was given permission to share their screen
 - Select whether attendees may send chat messages to other individual attendees, to the group, or only to the host
 - Remove an attendee from the meeting

Browser Compatibility:

Feature	Chrome 69+	Firefox 56+	Safari 11+	Edge 79+	iOS/iPadOS 15+*	Android 10+*
Video (receive)	✓	✓	✓	✓	✓	✓
Video (send)	✓	✓	✓	✓	✓	✓
Audio (receive)	✓	✓	✓	✓	✓	✓
Audio (send)	✓	✓	✓	✓	✓	✓

Zoom screen layout.



