



New England Regional Headache Center

In the end, only kindness matters.

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Zoom Instructions for Patient Video Visits

At the New England Regional Headache Center, we strive to provide the highest quality and safest environment for our patients. Please follow the instructions below to join your video conference with your provider.

Before the video visit:

1. Make sure your device has a camera and speakers.
2. If you don't already have Zoom on your device (computer/phone/tablet), please download and install the application prior to the visit. Go to <https://zoom.us/download> and from the Download Center, click on the Download button under "Zoom Client for Meetings". This application will automatically download when you start your first Zoom Meeting.
3. Or, join a test meeting at: <https://zoom.us/test>
4. Please email your headache diaries prior to your appointment at PatientServices@nerhc.org

At the time of your video visit:

1. You will receive a Zoom link at the time of your appointment. Make sure to confirm your email with the office staff. The provider will call you if they notice you have not joined the session.
2. If you don't already have Zoom on your device (computer/phone/tablet), please download and install the application prior to the visit. Go to <https://zoom.us/download> and from the Download Center, click on the Download button under "Zoom Client for Meetings". This application will automatically download when you start your first Zoom Meeting.
3. Please be at your device (computer/phone/tablet) at the time of your appointment. We will re-schedule your appointment if the providers feel you are multi-tasking (e.g.: driving, cooking, exercising, eating, etc.). It is important for your physical and mental health that the providers complete a thorough examination by having a face-to-face conversation with you.
4. Please have your headache diaries with you.

By accepting this invitation, you consent to hold this visit by video. A video visit is billed in the same way as an in-person clinic visit. The terms of your deductible and co-pay still apply.

If you need help setting up your computer or mobile device for video visits, please contact us at least one business day in advance of your appointment at (508) 890-5633 to leave a message and someone will get back to you.

Thank you,

The New England Regional Headache Center