



In order for David Lawrence Center clients to participate in a safe and HIPAA-compliant process of using electronic communicating devices for continued recovery, they must have access to both the Zoom and OhMD apps.

Clients can start by setting up a personal Zoom account*. Once their Zoom account is activated, they can then set up an OhMD account and activate a personal OhMD app. (Instructions on how to set up a Zoom and OhMD account are provided below.)

Once these steps are complete, the client's provider can text the client safely (with an generic automated message) and also share a required Zoom link for the client to join DLC's telehealth services, such as the Intensive Outpatient Program (IOP), Peer Support, and MORE Program.

**If clients prefer not to sign up for a Zoom account, they also have the option to join an individual session or group by only downloading the Zoom app. Through this option, they open the app after downloading, click "Join a Meeting," and enter the Meeting ID shared with them from their provider.*

ZOOM ACCOUNT TUTORIAL FOR CLIENTS

Step 1: Create a Zoom account by downloading the app from iOS or Android, or by signing up on the [Zoom Website](#)

Step 2: Upon opening the Zoom app or signing up on Website, enter e-mail address (using a personal e-mail) and first and last name, and agree to Zoom terms

Step 3: Click on e-mail confirmation link sent by Zoom to activate service (may need to have Zoom re-send link or wait to re-load)

Step 4: On Zoom app or on Website, click "sign-in" button to activate the service and re-enter e-mail address

Step 5: Create a password (personal e-mail password)

Step 6: Invite colleagues (not required/skip)

Step 7: Select to allow Zoom to enable sending notifications, calendar (optional), Siri (optional), or face ID (optional)

Now you are ready to start or attend meetings (including individual sessions/groups)

OhMD ACCOUNT TUTORIAL FOR CLIENTS

Step 1: Download OhMD app from iOS or Android

Step 2: Upon entering the app, enter e-mail address (using personal e-mail) and first and last name

Step 3: Choose a password (personal e-mail password)

Step 4: Agree to OhMD Terms of use

Step 5: Enter phone number (using personal phone number)

Step 6: Enter automated code to gain access to OhMD app

Step 7: When prompted to choose between Health Care Provider or Patient (Client), select Patient

Step 8: Enter date of birth and gender

Step 9: Find your provider by manually entering the first/last name of your clinician, case manager, or peer and select to connect with this provider

Step 10: Wait for approval for your appointment, group, or meeting by the person serving you