

FAQs for Online Diabetes Education Classes

NOTE: *There are 6 full pages of questions here, so please scroll all the way through to find the answers you may be looking for.*

Why am I receiving these messages?

As a patient of TriHealth, we are inviting you to attend our diabetes education classes provided to you as a courtesy to help you to understand how to live well with diabetes.

Who recommends these classes?

Your TriHealth provider has partnered with the Trihealth Diabetes Care & Education Team to provide these classes.

Is there a cost to attend classes?

Our classes are a courtesy provided to TriHealth patients. There is no cost associated with our classes.

Is this a live session or a pre-recorded video?

All classes are live.

Are classes online or in-person?

Classes are online utilizing the platform Zoom. You will access the Zoom visit from your MyChart "Messages".

Where is the "Messages" tab in MyChart?

On your home page of MyChart it is listed near the top as "Messages".

Where do I find the link for the class?

Approximately one to two days in advance of your scheduled class, you will receive a message in your MyChart "Messages" regarding your scheduled class that will provide you with the Zoom link to join the class.

How do I join the class?

Go into your MyChart account, then go to "Messages".


In your messages, open the one titled "Class Instructions ..." with your specific class name.

Read through the message and join the class by clicking the Zoom weblink.

How do I download Zoom?

If you are using a mobile device (smartphone or tablet), you will be required to download Zoom.



To download, go into your phone's app store to download the Zoom app (this is the icon: ).

If you do not have Zoom downloaded and you click the Zoom weblink, it will prompt you to download the app.

Do I need to create and pay for a Zoom account?

Zoom is free, but you do not need to create an account.

However, you do need to download the Zoom app if you are using a mobile device (smartphone or tablet).

Downloading the app is not needed if you are using a computer.

Do I need a camera?

No, you do not need a camera. Participants are recommended to keep their cameras off.

What kind of device do I need for this to work?

You will need a smartphone, tablet, laptop or computer that allows for audio and visual capabilities.

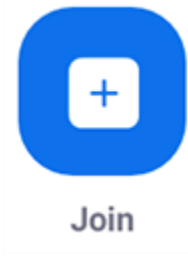
You will need a wireless network or internet connection (Wi-Fi).

Instructions to join if using Android phone:



1. Open the Zoom mobile app.
2. Join a meeting using one of these methods:
 - Tap **Join a Meeting** if you want to join without signing in.

- Sign in to Zoom then tap **Join**.

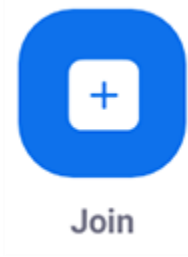


3. Enter the [meeting ID](#) number and your display name.
 - If you're signed in, change your name if you don't want your [default name](#) to appear.
 - If you're not signed in, enter a display name.
4. Select if you would like to connect audio and/or video and tap **Join Meeting**.

Instructions to join if using Apple Iphone or Ipad:



1. Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the App Store.
2. Join a meeting using one of these methods:
 - Tap **Join a Meeting** if you want to join without signing in.
 - Sign in to Zoom then tap **Join**.



3. Enter the [meeting ID](#) number and your display name.
 - If you're signed in, change your name if you don't want your [default name](#) to appear.
 - If you're not signed in, enter a display name.
4. Select if you would like to connect audio and/or video and select **Join**.

Instructions to join if using a computer:

Google Chrome

1. Open the Chrome browser.

2. Go to join.zoom.us.
3. Enter your [meeting ID](#) provided by the host/organizer.
4. Click **Join**.
 - If this is your first time joining from Google Chrome, you will be asked to open the Zoom desktop client to join the meeting.
 - (Optional) Select the **Always open these types of links in the associated app** check box to skip this step in the future.
 - In the pop-up window, click **Open Zoom Meetings** (PC) or **Open zoom.us** (Mac).

Alternatively, you can join the meeting without downloading or opening the Zoom app, by [opening the meeting with the web client](#).

Safari

1. Open Safari.
2. Go to join.zoom.us.
3. Enter your [meeting ID](#) provided by the host/organizer.
4. Click **Join**.
5. When asked if you want to open zoom.us, click **Allow**.

Alternatively, you can join the meeting without downloading or opening the Zoom app, by [opening the meeting with the web client](#).

Microsoft Edge

1. Open Edge.
2. Go to join.zoom.us.
3. Enter your [meeting ID](#) provided by the host/organizer.
4. Click **Join**.

Alternatively, you can join the meeting without downloading or opening the Zoom app, by [opening the meeting with the web client](#).

Mozilla Firefox

1. Open Firefox.
2. Go to join.zoom.us.
3. Enter your [meeting ID](#) provided by the host/organizer.

4. Click **Join**.

- If this is your first time joining from Firefox, you may be asked to open Zoom or the Zoom installer package.
- To skip this step in the future, select the **Remember my choice for zoommtg links** check box.
- Click **Open Link**.

Alternatively, you can join the meeting without downloading or opening the Zoom app, by [opening the meeting with the web client](#).

How many classes may I attend?

Feel free to attend as many classes as you wish, in any order.

Should the classes be taken in any specific order?

Classes may be taken in any order that you choose.

Who will be teaching these classes?

Classes are taught by one of our Certified Diabetes Care and Education Specialists.

When should I log onto class?

Plan to log into your class 15 minutes ahead of the scheduled start time.

Do I have to take these classes?

You are under no obligation to attend classes.

Classes are provided as a courtesy of TriHealth to help you to understand how to live well with diabetes.

You can click the "[Unsubscribe Here](#)" link at the bottom of the MyChart message at any time.

How do I opt out of these messages?

Click "[Unsubscribe Here](#)" at the bottom of your MyChart message to opt out of future messages.

"I don't see a class date/time that works for my schedule"

If you don't see a class that fits your schedule, give us a call at (513) 865-1126 to confirm.

When are class schedules sent out?

New class schedules are released at the beginning of every quarter.

Classes will run continuously throughout the year.

Why do I have to type my name in the chat box when I join the class?

We take attendance in our classes to be able to provide you with the PowerPoint presentation afterwards, and to notify your provider that you have attended one of our classes.

Typing your name into the chat box allows for us to keep attendance.

How is attendance recorded?

Just like an office visit, your attendance will be indicated in your personal medical chart.

Where can I find my appointment/class details?

All of your scheduled classes will be located in your MyChart account, located in "Visits".

How do I contact the Diabetes Care and Education Center?

Our main phone number is: 513-865-1126.

Will my provider know I took the classes?

Yes, we will send a note to your provider through your medical chart when you attend a class.

How many people are in a class?

Attendance will vary in our classes.

I took a class but need more help or have follow up questions what should I do?

Please call our office to schedule an individual appointment with one of our Certified Diabetes Care and Education Specialists, at no additional cost to you. Our contact number is: 513-865-1126