Welcome to Virtual Visits!
Virtual Visits are a great way to connect with your care team from home.

To take part in a Virtual Visit with video, you will need:

1) Smartphone or tablet with a camera, OR a computer with webcam.

2) Internet access: Wi-Fi or strong cell signal.

For detailed instructions, please click on your device below:

Visit Guide for Mobile Devices - Android Phone or Tablet
Visit Guide for Mobile Devices – iPhone or iPad
Visit Guide for Computer or Web Browser

Additional resources can be found here:
Virtual Visits Resources and Best Practices

Click here for more information on virtual visits and technical requirements.
The Patient Gateway Support Line is available at 1-800-745-9683, Mondays-Fridays, 8:00 AM to 5:00 PM
PREPARING FOR YOUR VIRTUAL VISIT – Android Phone or Tablet

Set up Zoom:

- Go to the Google Play Store, search for Zoom, and click “Install.”

Turn on Microphone and Camera for Zoom:

1. Go to Settings → Apps:

2. Go to App Manager:

3. Scroll to Zoom:

4. Go to App Permissions → Turn Camera and Microphone on:

Test your Zoom connection at https://zoom.us/test.
PREPARING FOR YOUR VIRTUAL VISIT – Android Phone or Tablet, cont.

**Complete eCheck-In:**
Update your information, fill out questionnaires related to your visit, and make payments, including co-pays and existing balances ahead of time. eCheck-In is available 3 days before your visit.

- Open the Patient Gateway Mobile App, or click [here](#) for web instructions.
- Click eCheck-In.
- Follow the steps on the screen.

**Instructions for starting your visit:**
- **Patient Gateway Mobile App**
- **Patient Gateway on the Web**
STARTING YOUR VIRTUAL VISIT—Android Phone/Tablet Mobile App

Open the Patient Gateway App:
• Please log in at least 10 minutes before the appointment.
• The “Begin Visit” button appears 30 minutes before the appointment time.

On your health feed find your appointment:
Click “Begin Visit”

Then click the blue Begin visit button:
Enter the “Waiting Room”:

- You will see a Zoom Video Visit screen and then a Welcome message.
- Your care team knows you’re here, and they will join you shortly.

Join your Visit:

- When the Video Preview appears, click Join with Video.
- If you are connected to Wi-Fi or a strong cell signal, click Call Over Internet.
- Otherwise, click Call My Phone.
PREPARING FOR YOUR VIRTUAL VISIT – Mobile App for iPhone or iPad

Set up Zoom:

1. Go to the App Store, search for Zoom, and click “Get.”
2. Turn on the Microphone and Camera for Zoom:
   • Go to Settings.
   • Find and select Zoom on the apps list.
   • Make sure the Microphone and Camera are on.
3. Test your Zoom connection: https://zoom.us/test.

Complete eCheck-In:

Update your information, fill out questionnaires related to your visit, and make payments, including co-pays and existing balances ahead of time. eCheck-In is available 3 days before your visit.

• Open the Patient Gateway Mobile App, or click here for web instructions.
• Click on eCheck-In.
• Follow the steps on the screen.

Instructions for starting your visit:

➢ Patient Gateway Mobile App
➢ Patient Gateway on the Web
STARTING YOUR VIRTUAL VISIT— iPhone/iPad Mobile App

Open the Patient Gateway App:
• Please log in at least 10 minutes before the appointment.
• The “Begin Visit” button appears 30 minutes before the appointment time.

On your health feed find your appointment:

Click “Begin Visit”

Then click the blue Begin visit button:
Enter the “Waiting Room”:

• You will see a Zoom Video Visit screen and then a Welcome message.

• Your care team knows you’re here, and they will join you shortly.

Join your Visit:

• When the Video Preview appears, click Join with Video.

• If you are connected to Wi-Fi or a strong cell signal, click Call using Internet Audio. Otherwise, click Call My Phone.
Get Zoom:

1. Go to Zoom and click “Download.”
2. Test your Zoom connection: https://zoom.us/test
3. Adjust pop-up settings. Follow the steps in the guide to disable popup blockers.

Complete eCheck-In:

Update your information, fill out questionnaires related to your visit, and make payments, including co-pays and existing balances ahead of time. eCheck-In is available 3 days before your visit.

- Log into Patient Gateway.
- On your Home Page you will see “eCheck-in” on your Health Feed
- Click eCheck-in
- Follow the steps on the screen.
**STARTING YOUR VIRTUAL VISIT – Computer or Web Browser**

**Log into Patient Gateway:**
The “Begin Visit” button appears 30 minutes before the appointment time. Please log in at least 10 minutes before the appointment.

**On your health feed find your appointment:**
Click “Begin Visit”

![Image of Patient Gateway login](image)

**Open Zoom:**
Click “Open Zoom” when the link appears.

![Zoom open screen](image)

**Enter the “Waiting Room”:**
- You will see a Zoom screen and then a Welcome message.
- Your care team will join you shortly.

![Zoom waiting room](image)

**Join your Visit:**
- To use your phone for audio, click **“Phone Call.”**
- To use your computer, click **“Join with Computer Audio.”**
Preparing your computer, phone, or tablet:

• Disable the popup blocker for Mass General Brigham several days before your visit. Follow the steps in the guide to disable popup blockers.

• Update your phone, tablet, or computer regularly so that the Zoom works efficiently.

• Make sure you are in a location with Wi-Fi or a strong cell phone signal.

• Close all programs and apps you are not using.

• Restart your computer before your visit.

Best practices for a successful virtual visit:

• Find a quiet place. Close nearby doors or windows if possible.

• Set up your phone, camera, or webcam at eye level.

• Sit about 3 feet away.

• Make sure there’s no bright light or window right behind you.

• During the visit, look at the camera when you are speaking, not at the screen.

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