VIRTUAL VISITS - PATIENT GUIDE

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

<u>Visit Guide for Mobile Devices – iPhone or iPad</u>

Visit Guide for Computer or Web Browser

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

Click <u>here</u> 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 \rightarrow 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 <u>https://zoom.us/test</u>.

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 <u>here</u> 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:

Epic Switch Patients Caroline Visits Medications Menu **Test Results** Messages C Caroline 8 Begin your video visit at 3:00 PM EST with Kelly Czworka, NP. **Begin Visit** Appointment Reminder nrormacion de cita Fecha:

Click "Begin Visit"



STARTING YOUR VIRTUAL VISIT–Android Phone/Tablet Mobile App, cont.

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.

Zoom \	/ideo Visit	Leave	
Waiting for the host to start this meeting			
Meeting ID:	912 9112 7349		
Date:	Thu, September 17		
Time:	5:24 PM		
If you are the host, log in to start this meeting			
Sign In			



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: <u>https://zoom.us/test.</u>

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 <u>here</u> 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





く Back	C Appointments	
NEXT 7 D	DAYS	
4 2021	Virtual New Thursday, February 4, 2021 Join by 3:55 PM Starts at 4:00 PM	
Kelly Czworka, NP		
× Cancel		
PAST		
 DEC After Hours Office Visit 10 Amy Leigh Miller 2020 Brigham and Women's Cardiology 		

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:

Epic Switch Patients Caroline Visits Medications Menu **Test Results** Messages C Caroline 8 Begin your video visit at 3:00 PM EST with Kelly Czworka, NP. Begin Visit Appointment Reminder nformacion de cita Fecha:

Click "Begin Visit"

Then click the blue Begin visit button:



STARTING YOUR VIRTUAL VISIT – iPhone/iPad Mobile App

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.

Zoom Video Visit Leave	Zoom Leave
Waiting for the host to start this meeting	
Meeting ID 951 7309 0996	Welcome to the Waiting Room! Bienvenido a la Sala de Espera!
Time2:36 PM Eastern Daylight Time	
Date 2020-08-12	General Brigham
IF YOU ARE THE HOST, SIGN IN TO START THIS MEETING	Zoom Video Visit
Sign In	Thank you for joining. Your visit will start shortly. For technical problems, call 1-800-745-9683.
	Gracias por venirle. Su visita comenzará pronto. Para problemas técnicos, llame al 1-800-745-9683.

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.



PREPARING FOR YOUR VIRTUAL VISIT – Computer or Web Browser

Get Zoom:

- 1. Go to **Zoom** and click "Download."
- 2. Test your Zoom connection: <u>https://zoom.us/test</u>
- 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:



Open Zoom?

zoom

Open Zoom:

Click "Open Zoom" when the link appears.

Enter the "Waiting Room":

- You will see a Zoom screen and then a Welcome message.
- Your care team will join you shortly.

Join your Visit:

- To use your phone for audio, click "Phone Call."
- To use your computer, click
 "Join with Computer Audio."



wait for the host to start this m

https://zoom.us wants to open this application

Open Zoom

Cancel

VIRTUAL VISIT RESOURCES AND BEST PRACTICES

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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