

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](#)

[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](#)

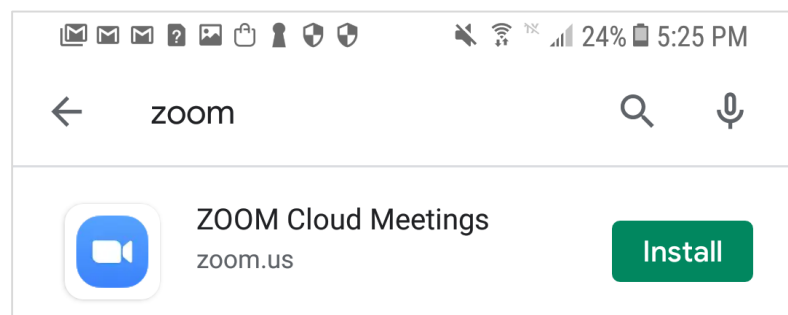
Click [here](#) for more information on virtual visits and technical requirements.

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

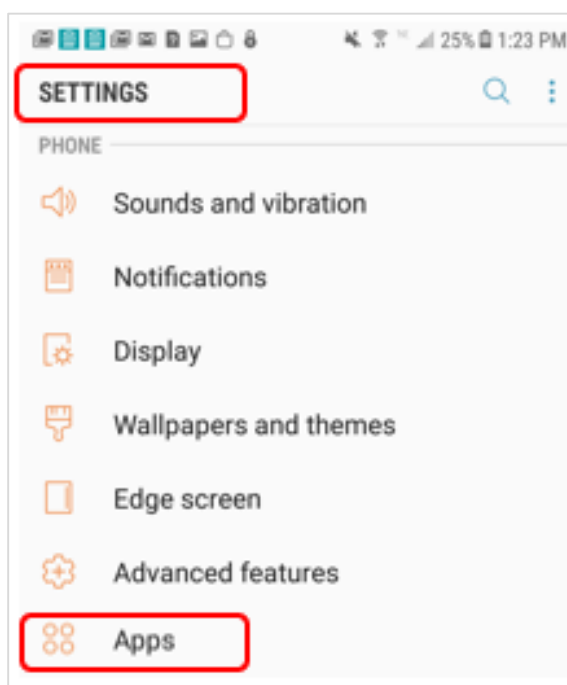
Set up Zoom:

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

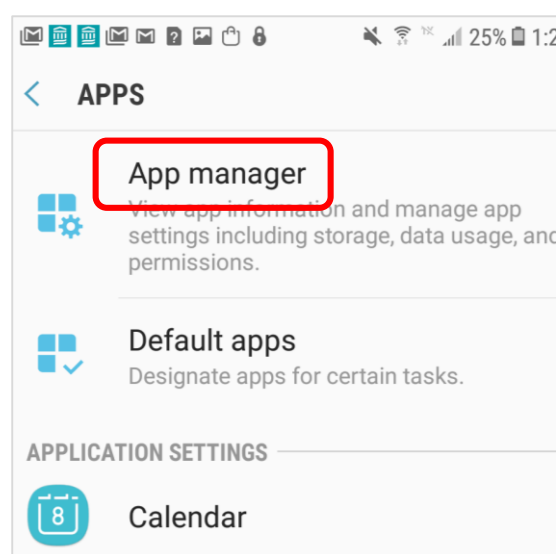


Turn on Microphone and Camera for Zoom:

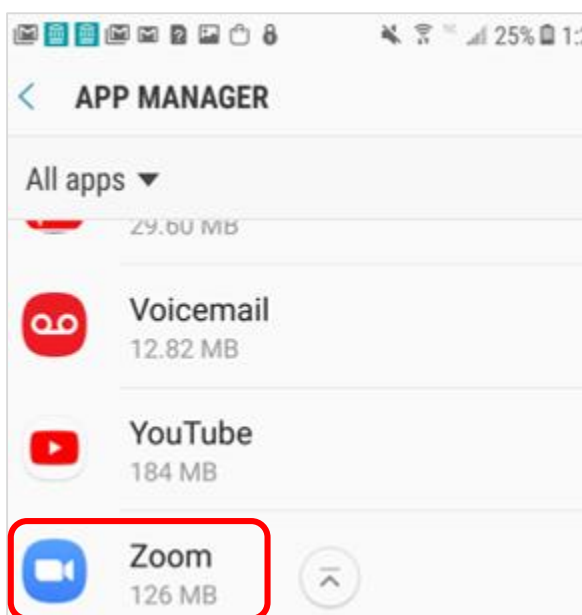
1. Go to Settings → Apps:



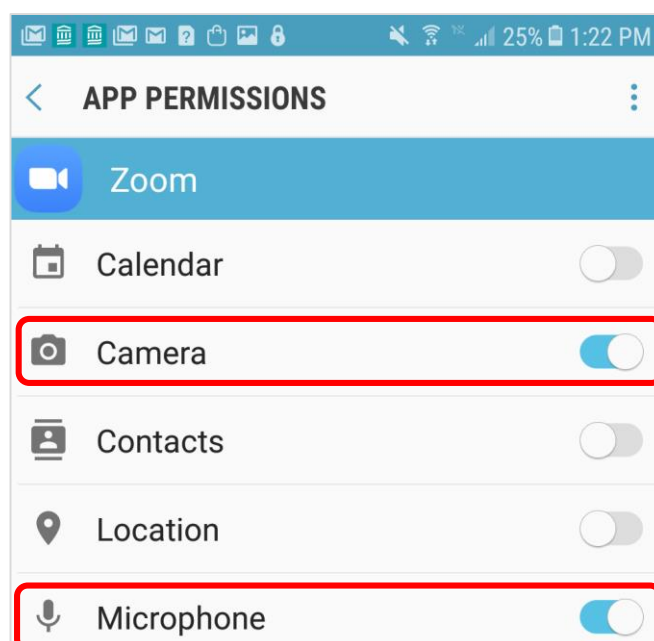
2. Go to App Manager:



3. Scroll to Zoom:



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



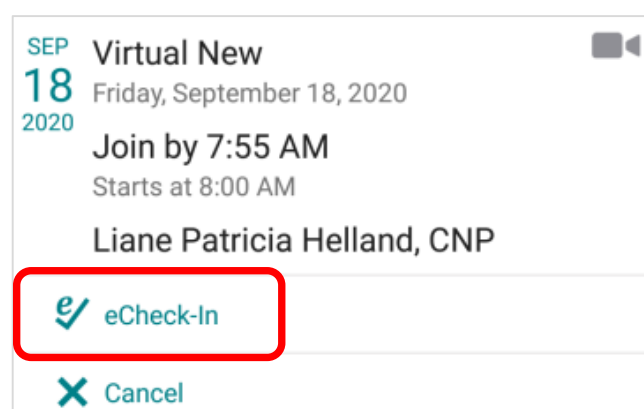
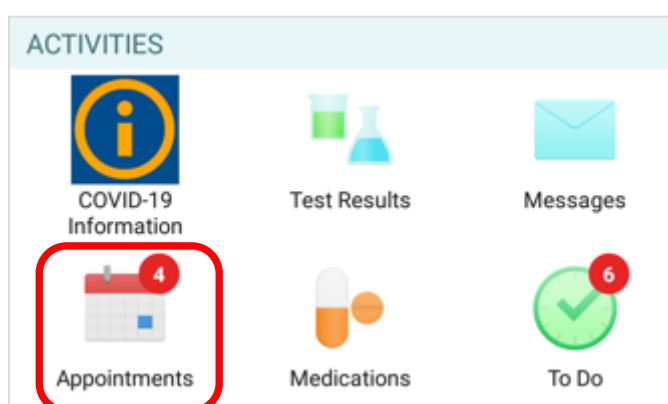
Test your Zoom connection at <https://zoom.us/test>.

PREPARING FOR YOUR VIRTUAL VISIT – Android Phone or Tablet, cont.

Complete eCheck-In:

Update your information, fill out questionnaires related to your visit, and take care of any co-pays. eCheck-In is available 3 days before your visit.

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



Instructions for starting your visit:

- [Patient Gateway Mobile App](#)
- [Patient Gateway on the Web](#)

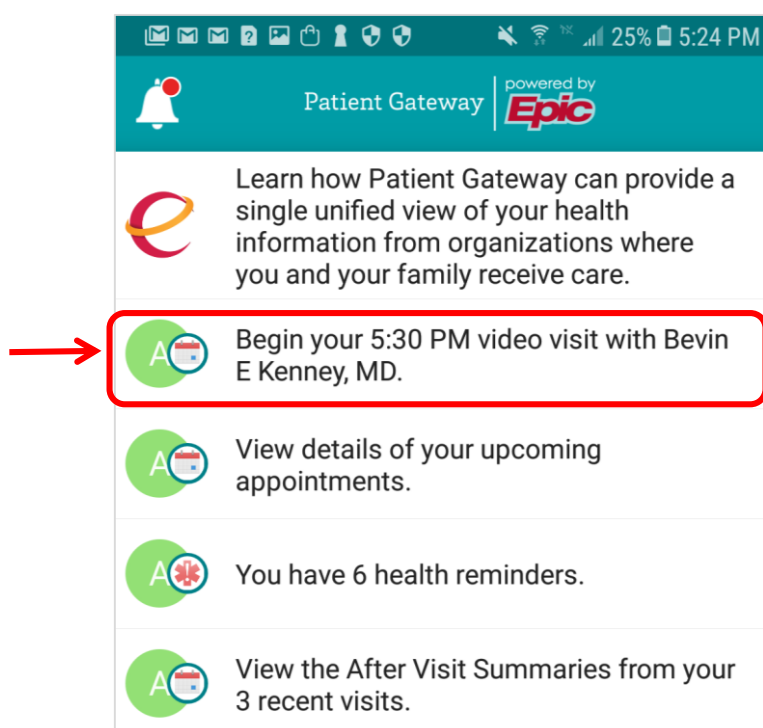
STARTING YOUR VIRTUAL VISIT–Android Phone/Tablet Mobile App

Open the Patient Gateway App:

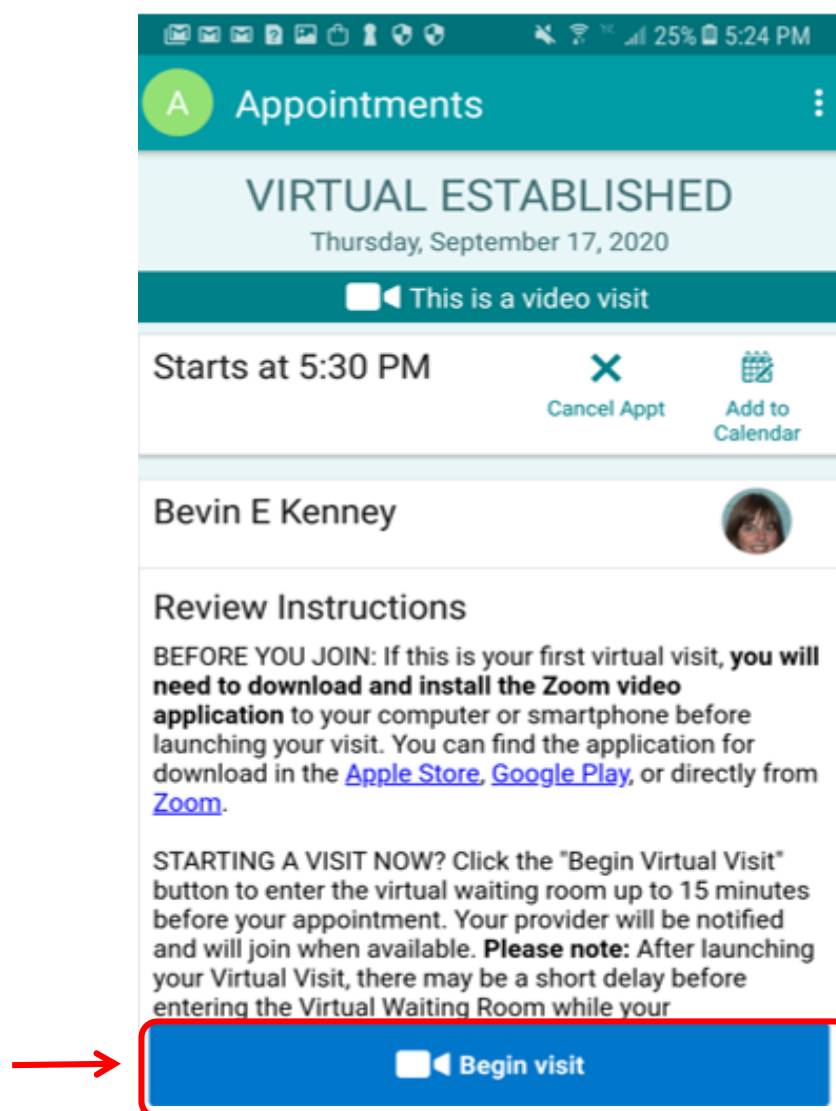
- Please log in at least 10 minutes before the appointment.
- The “Begin your video visit with...” link appears 30 minutes before the appointment time.

Find your appointment and click into the visit:

Click “Begin your video visit with...”



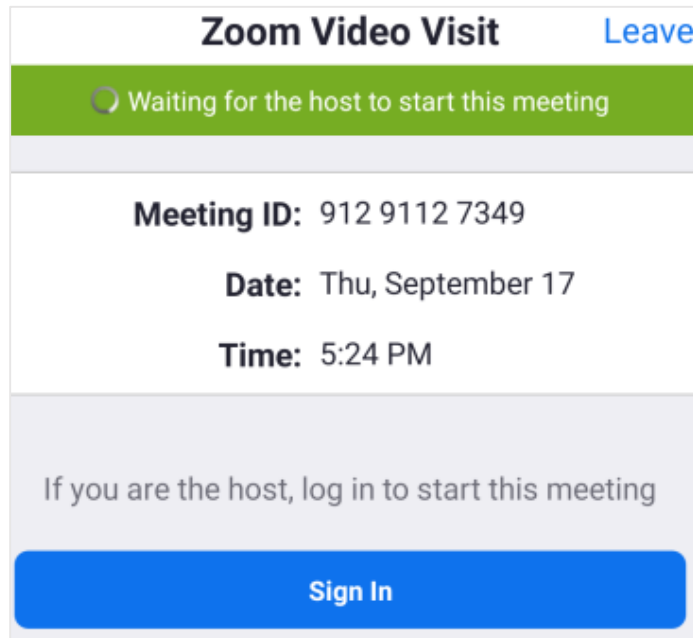
Then click the blue Begin visit button:



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

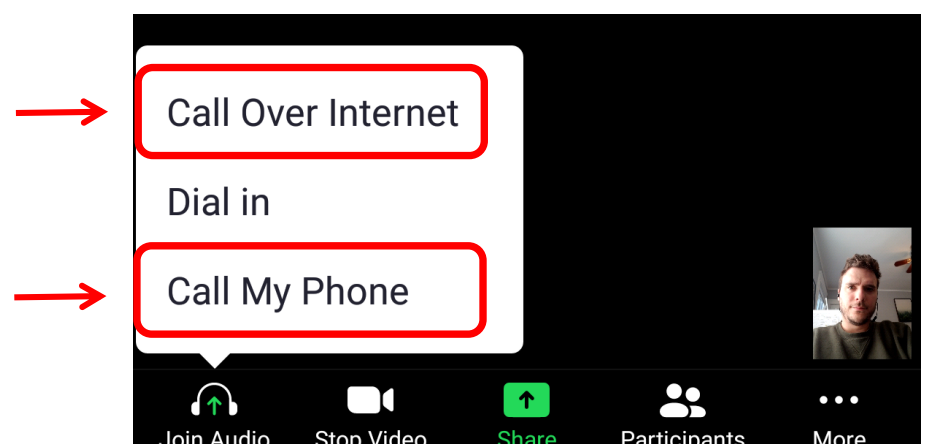
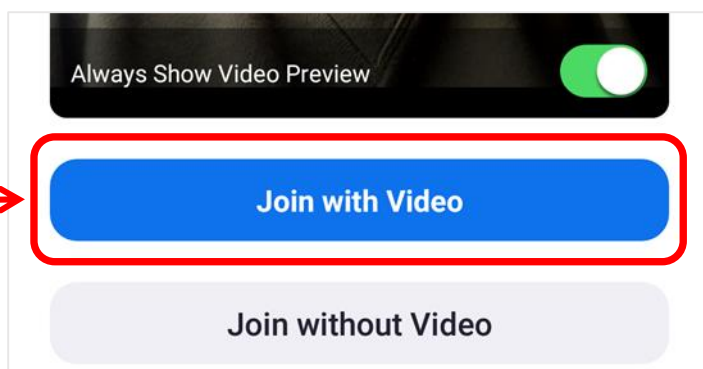
Enter the “Waiting Room”:

- 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.



Join your Visit:

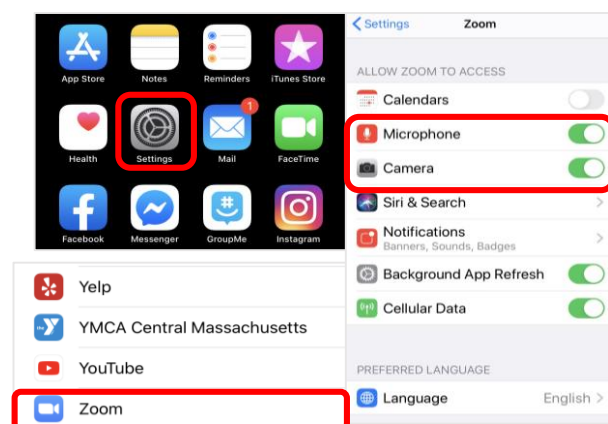
- When the Video Preview appears, click Join with Video.
- If you are connected to Wi-Fi or a strong cell signal, click **Call Over Internet**.
- Otherwise, click **Call My Phone**.



PREPARING FOR YOUR VIRTUAL VISIT – Mobile App for iPhone or iPad

Set up Zoom:

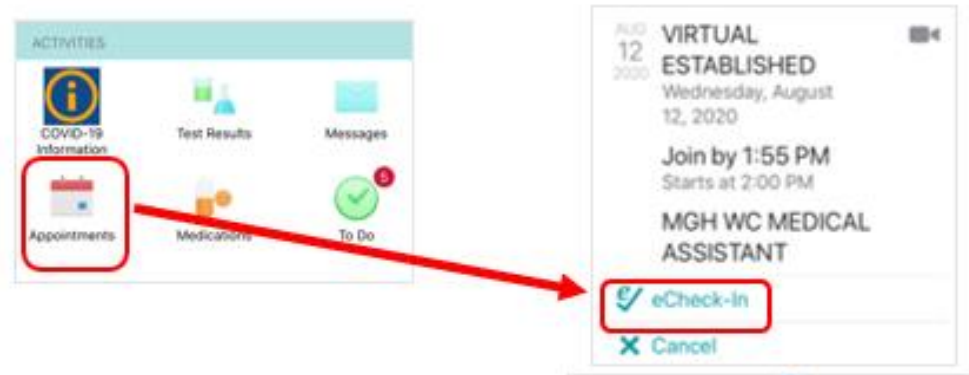
1. Go to the App Store, search for Zoom, and click “Get.”
2. Turn on the Microphone and Camera for Zoom:
 - Go to Settings.
 - Find and select Zoom on the apps list.
 - Make sure the Microphone and Camera are on.
3. Test your Zoom connection: <https://zoom.us/test>.



Complete eCheck-In:

Update your information, fill out questionnaires related to your visit, and take care of any co-pays. eCheck-In is available 3 days before your visit.

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



Instructions for starting your visit:

- [Patient Gateway Mobile App](#)
- [Patient Gateway on the Web](#)

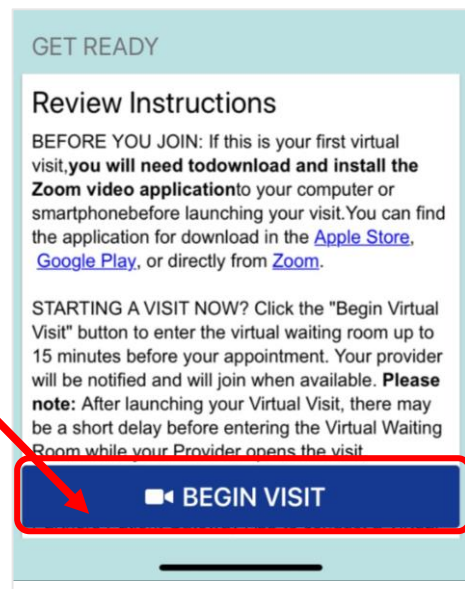
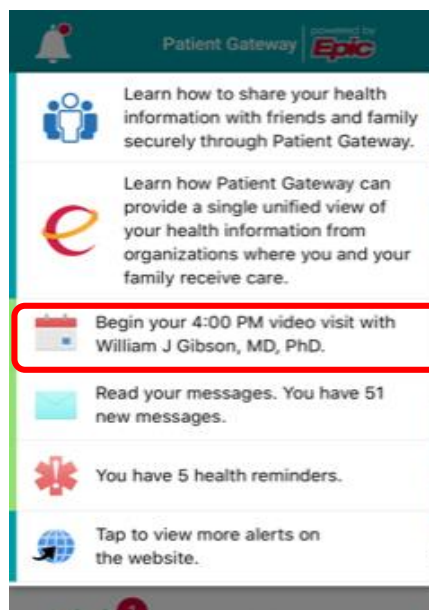
STARTING YOUR VIRTUAL VISIT – iPhone/iPad Mobile App

Open the Patient Gateway App:

- Please log in at least 10 minutes before the appointment.
- The “Begin your video visit with...” link appears 30 minutes before the appointment time.

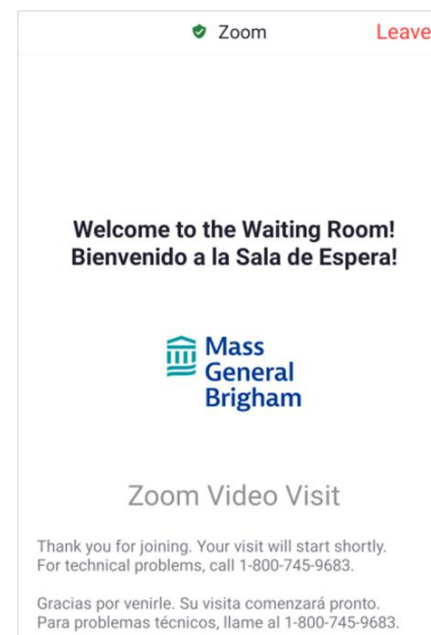
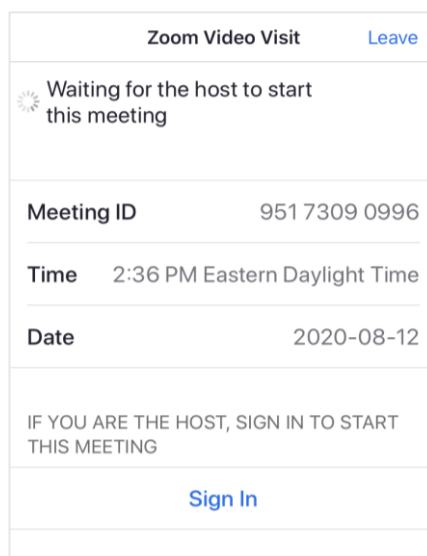
Find your appointment and click into the visit:

- Click “Begin your video visit with...”
- Then click the blue **Begin Visit** button on the next screen.



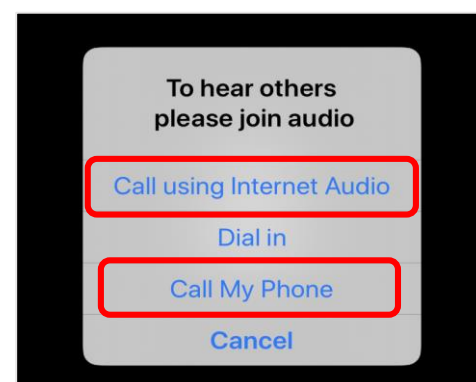
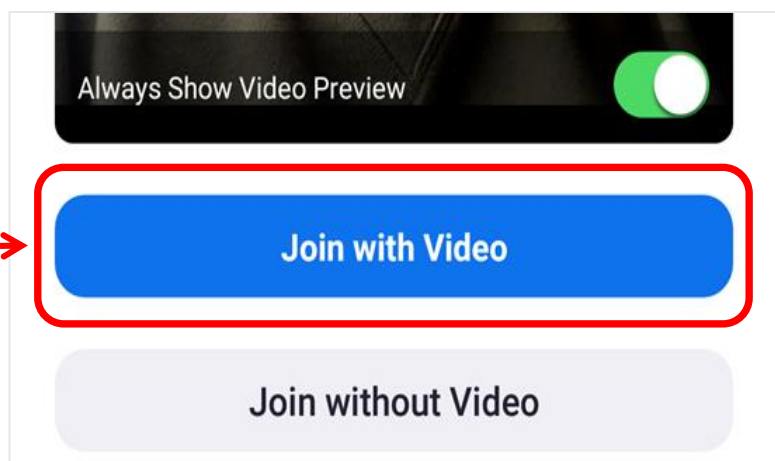
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- Your care team knows you’re here, and they will join you shortly.



Join your Visit:

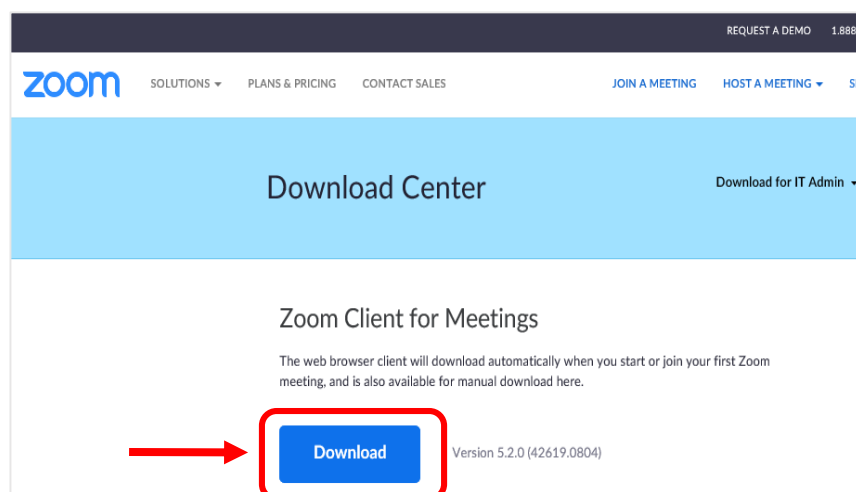
- When the Video Preview appears, click **Join with Video**.
- If you are connected to Wi-Fi or a strong cell signal, click **Call using Internet Audio**. Otherwise, click **Call My Phone**.



PREPARING FOR YOUR VIRTUAL VISIT – Computer or Web Browser

Get Zoom:

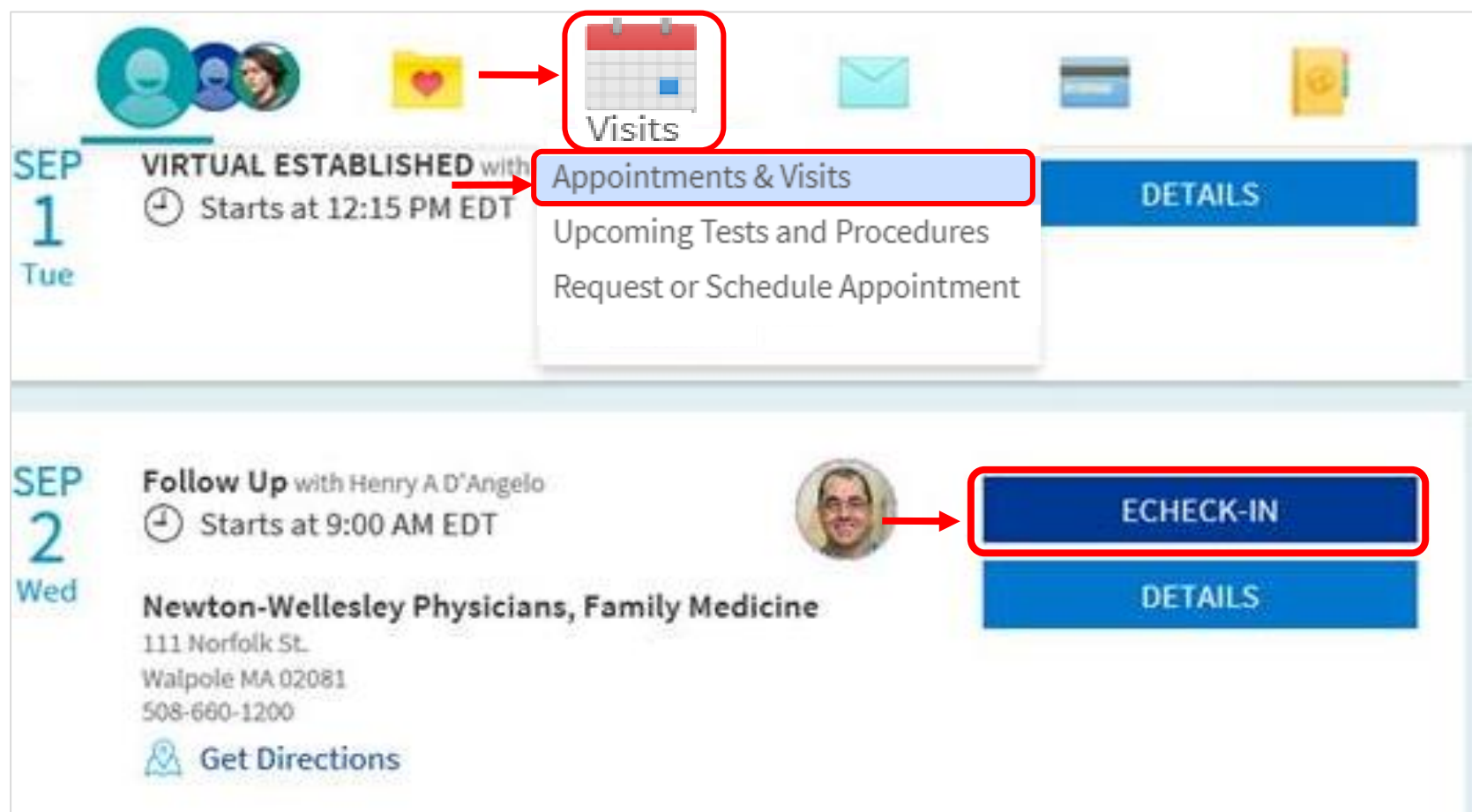
1. Go to [Zoom](https://zoom.us) and click “Download.”
2. Test your Zoom connection:
<https://zoom.us/test>
3. Adjust pop-up settings. Follow the steps in the [guide to disable popup blockers](#).



Complete eCheck-In:

Update your information, fill out questionnaires related to your visit, and take care of co-pays. eCheck-In is available 3 days before your visit.

- Log into [Patient Gateway](#).
- Find the Visits tab and select “Appointments & Visits.”
- Find your upcoming Visit.
- Click eCheck-In.
- Follow the steps on the screen.

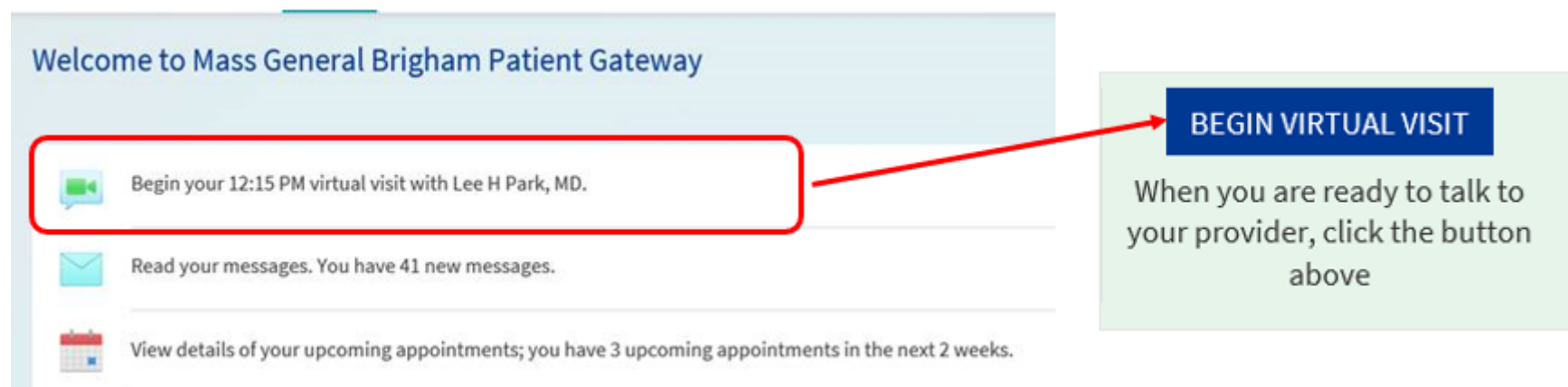


STARTING YOUR VIRTUAL VISIT – Computer or Web Browser

Log into Patient Gateway:

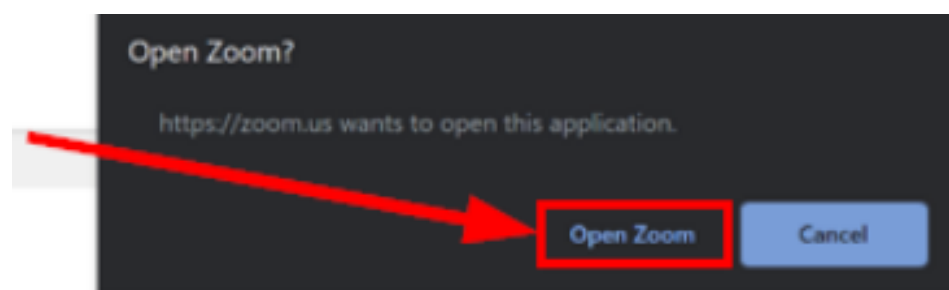
The “Begin your Visit” link appears 30 minutes before your appointment time. Please log in at least 10 minutes before the appointment time.

Select Your Appointment and click “Begin Virtual Visit”:



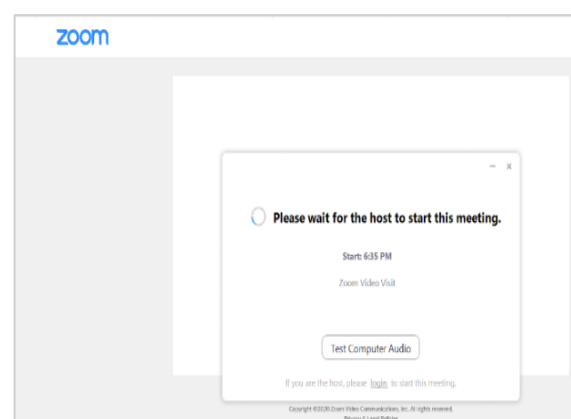
Open Zoom:

Click “Open Zoom” when the link appears.



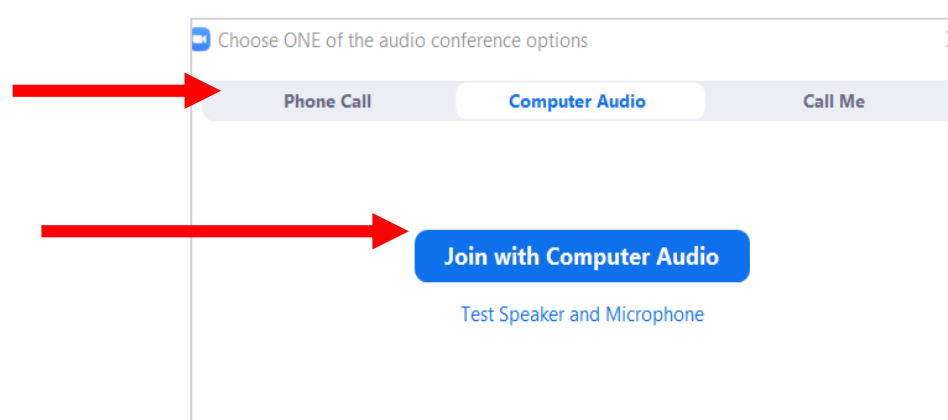
Enter the “Waiting Room”:

- 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.**”



VIRTUAL VISIT RESOURCES AND BEST PRACTICES

Video Resources:

- [How to do a Virtual Visit on a Computer](#)
- [How to do a Virtual Visit on a Mobile Device](#)

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.

Click [here](#) for more information on virtual visits and technical requirements.

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