

# Mass General Brigham Patient Gateway

## VIRTUAL VISITS: FREQUENTLY ASKED QUESTIONS

### GETTING STARTED WITH VIRTUAL VISITS

#### What are Virtual Visits?

Virtual visits are a way to meet online with your doctor by video. To take part in a Virtual Visit, you need a computer (with a webcam), a tablet or mobile device with the Zoom application downloaded.

It's as easy as 1, 2, 3 Step 1: Login, Step 2: Connect, Step 3: Start your virtual visit.

#### What happens during a Virtual Visit?

The Mass General Brigham Virtual Visit Program will allow you to meet with your doctor or care provider through video chat on a computer or a mobile device. It is the same world-class Mass General Brigham care but from home, work, or from any other private location.

#### Can anyone use Virtual Visits?

Contact your doctor's office to find out if they are participating.

#### Am I still able to see my doctor in person if I start using Virtual Visits?

Of course! You and your doctor will develop a plan of care that will work for both of you.

#### How do I prepare for my Virtual Visit?

If this is your first virtual visit, you will need to download and install the Zoom video application to the computer, tablet or smartphone you want to use for your visit. You can find the application for download in the [Apple Store](#), [Google Play](#), or directly from [Zoom](#).

If you want to use a mobile device or tablet for your Virtual Visit, download the Mass General Brigham Patient Gateway app.

If you plan to use a Windows or Mac computer, please use the Chrome, Firefox, or Safari browser to log in to Patient Gateway at the time of your virtual visit.

#### Am I able to do these visits from work?

Yes, you can conduct these Virtual Visits from your workplace, but you should check with your IT department about any firewall/network restrictions. You should also confirm that you have a reliable internet/Wi-Fi connection from your workplace. Please make sure you conduct your visit in a private, secure location.

#### How do I start my Virtual Visit?

You will need to log in to Patient Gateway no earlier than 30 minutes before your scheduled Virtual Visit.

Go to Appointments & Visits

Click on the Visit to see the Appointment Details

Click the "Begin Virtual Visit" button to start your Visit

Wait for your provider (please allow plenty of time for your provider to join)

#### What if I get disconnected during my Virtual Visit?

If you get disconnected during your Virtual Visit return to the appointment in Patient Gateway and click the "Begin Virtual Visit" button. you will be connected to your Provider again. If this does not work, please reach out to your doctor's office.

### TECHNICAL

#### What are the technical requirements to participate in a Virtual Visit?

- A reliable internet connection
- Speakers and a microphone – built-in or USB plug-in

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- A webcam or HD webcam - built-in or USB plug-in
- Desktop computer, laptop, android or iPad/iPhone that meets the following minimum requirements:
  - o PC: Windows 7 or later (NOTE: Windows 10 S Mode is not supported)
  - o Mac: macOS (OSX) 10.7 or later
  - o Android 4.0x or later
  - o iPad/iPhone: iOS 7.0 or later | iPad OS 13 or later
  - o Ram: 2 GB available
  - o Processor: Single Core 1Ghz or Higher
  - o Compatible browsers:
    1. Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
    2. Mac: Safari 7+, Firefox 27+, Chrome 30+
    3. Linux: Firefox 27+, Chrome 30+

### **Is the connection between myself and my clinician secure and private?**

Yes, just like a regular doctor's appointment, your Virtual Visit is entirely private and confidential. Virtual Visits are never recorded, and your information is never shared. However, it is very important that you conduct your visits in a private, secure location.

### **Why can't I just use Skype or Facetime?**

We cannot guarantee those programs are secure enough for a visit with your Provider. Mass General Brigham uses the most advanced and secure videoconferencing software that will protect your visit from being hacked or intercepted.

## **PAYMENT**

### **How much will I be charged for my Virtual Visit?**

Depending on your insurance coverage, you will be charged your usual co-pay/deductible. Patients will be responsible for their co-pay or deductible for all virtual visits Please contact your Mass General Brigham Hospital for additional information.

### **How will I be billed for Virtual Visits with my doctor?**

You will be billed for Virtual Visits in the same way you are billed for any of your services at a Mass General Brigham hospital. Following your Virtual Visit, you will receive a bill by mail or electronically via Patient Gateway if you are enrolled.

### **Can I prepay in advance for multiple visits?**

Unfortunately, prepayment for visits is not currently possible. You will need to submit payment following each successfully completed Virtual Visit.

### **How can I pay for my Virtual Visit?**

You may pay by phone, mail, or electronically through Patient Gateway. All major credit cards and personal checks are accepted.

### **Is this expense HSA or FSA eligible?**

Most patient payments or co-pays for medical services are eligible expenses for most HSA's or FSA's. However, we recommend that you check with your employer or health insurance company to confirm.

### **What should I do if I think I've received a bill in error?**

Please contact your Mass General Brigham hospital if you believe you have received a bill in error.