

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.

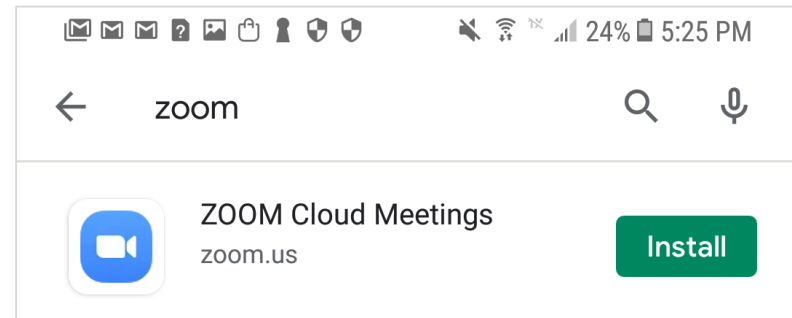
The Patient Gateway Support Line is available at 1-800-745-9683,

Mondays-Fridays, 8:00 AM to 5:00 PM

PREPARING FOR YOUR VIRTUAL VISIT – Android Phone or Tablet

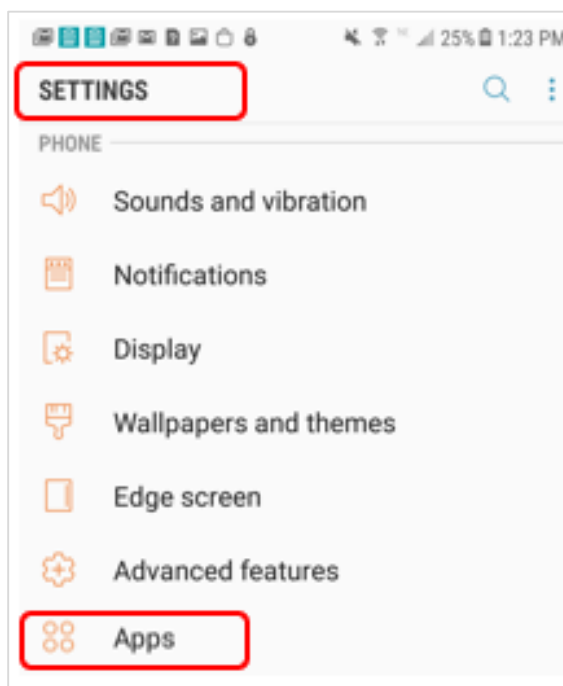
Set up Zoom:

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

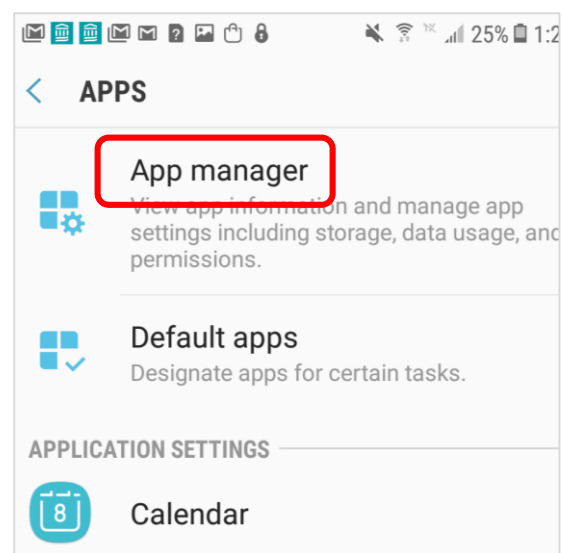


Turn on Microphone and Camera for Zoom:

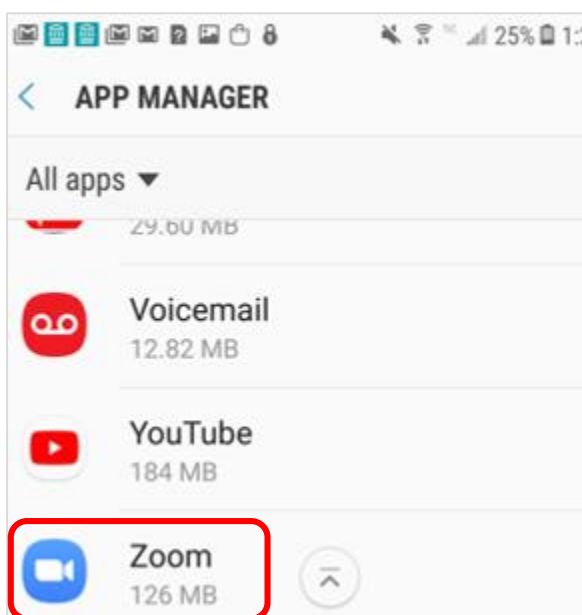
1. Go to Settings → Apps:



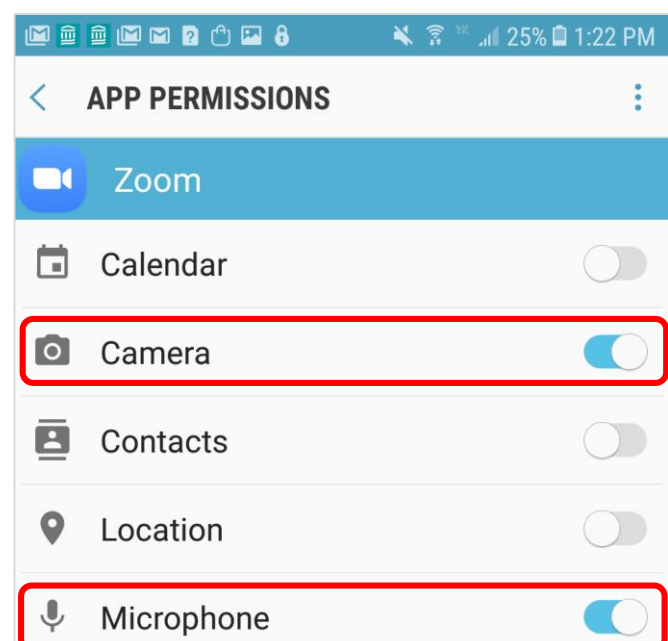
2. Go to App Manager:



3. Scroll to Zoom:



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



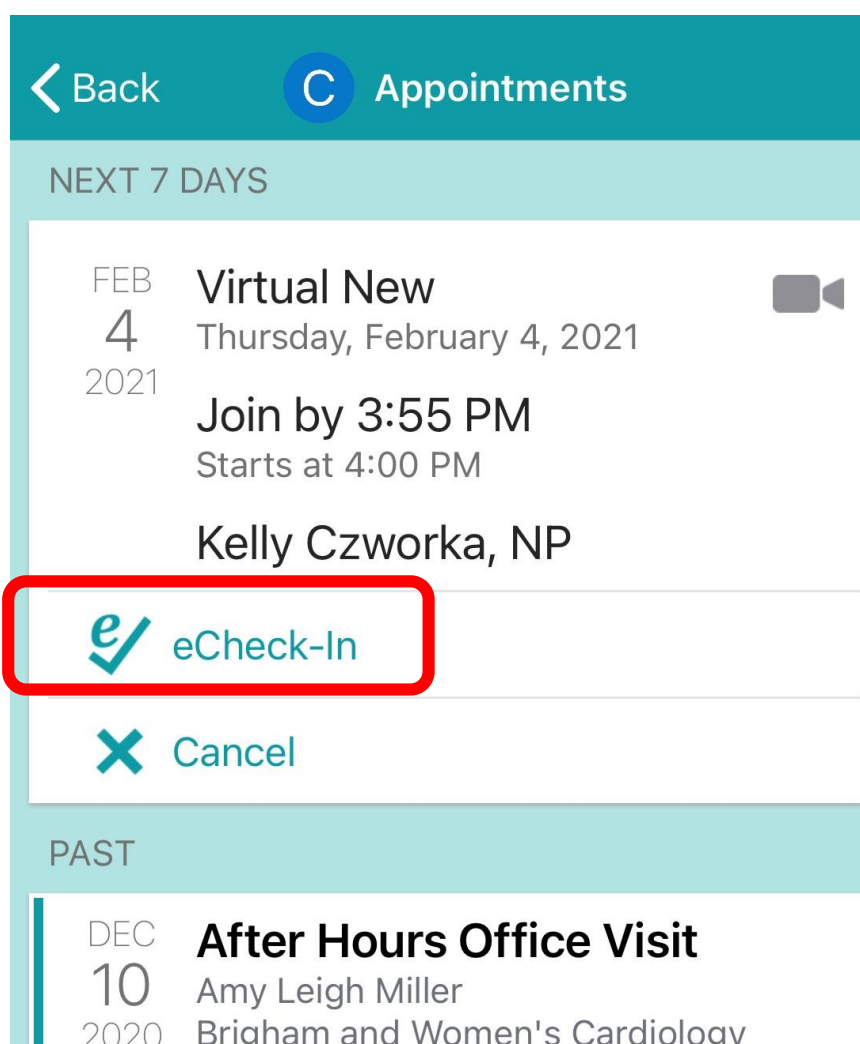
Test your Zoom connection at <https://zoom.us/test>.

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

Complete eCheck-In:

Update your information, fill out questionnaires related to your visit, and 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](#)

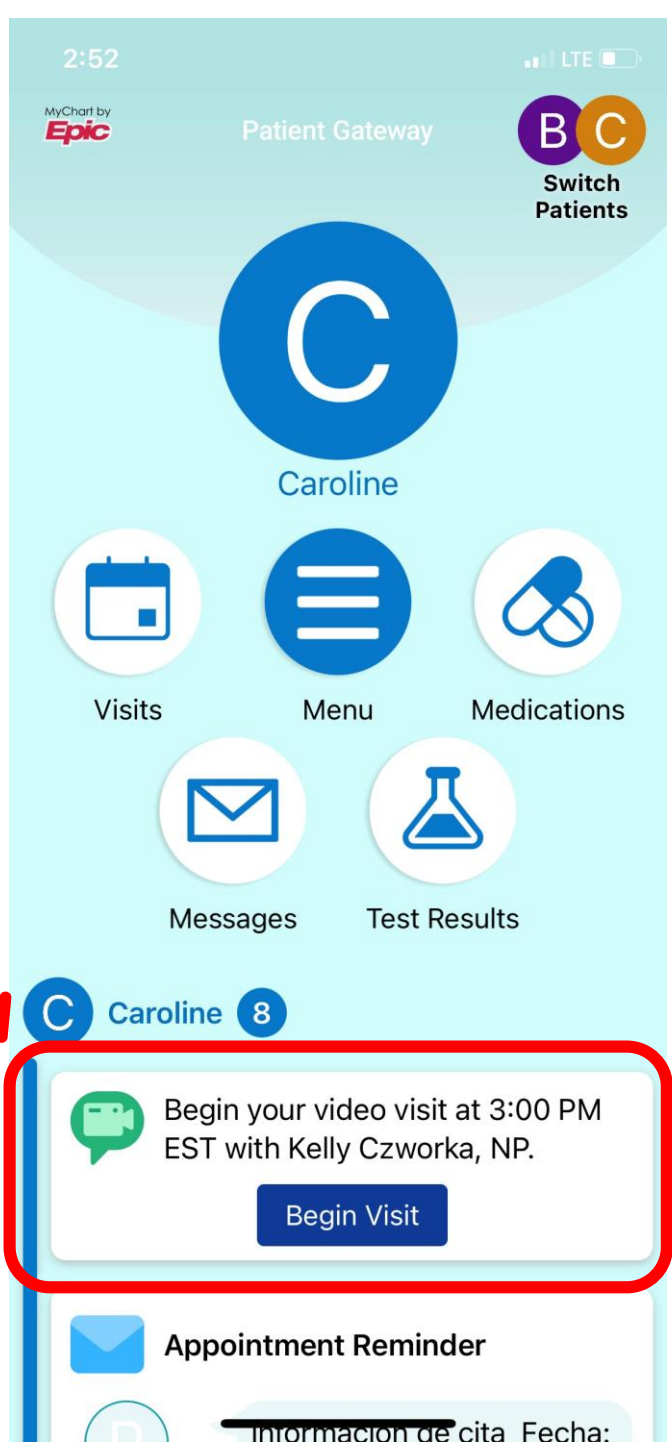
STARTING YOUR VIRTUAL VISIT–Android Phone/Tablet Mobile App

Open the Patient Gateway App:

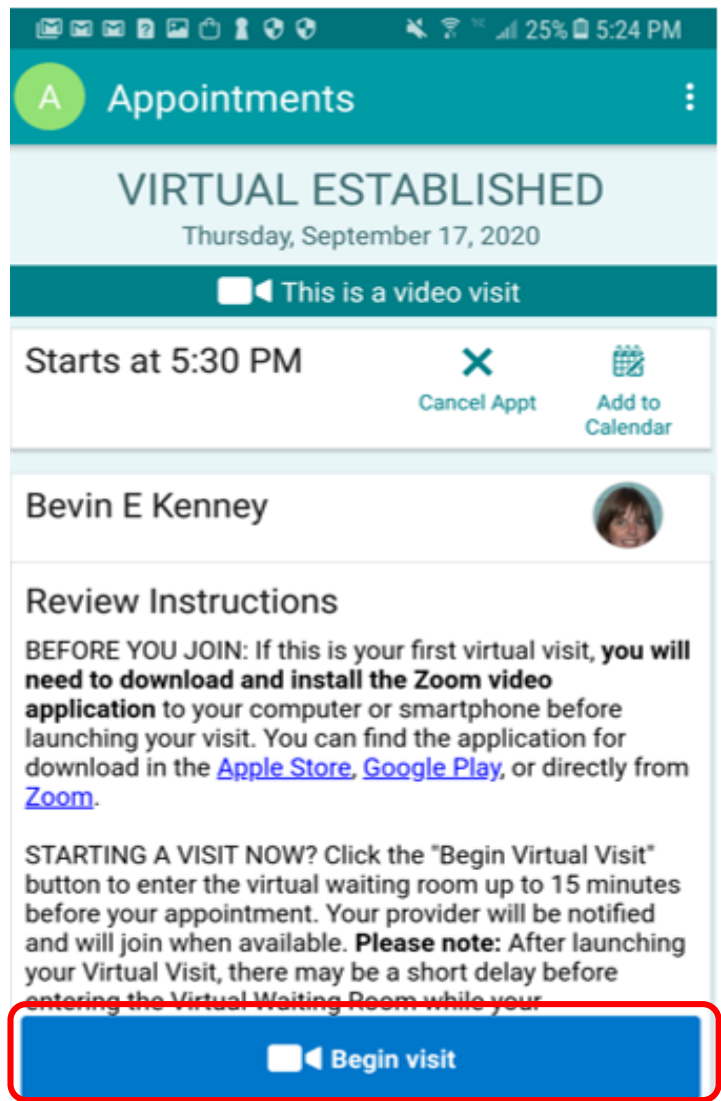
- Please log in at least 10 minutes before the appointment.
- The “Begin Visit” button appears 30 minutes before the appointment time.

On your health feed find your appointment:

Click “Begin Visit”



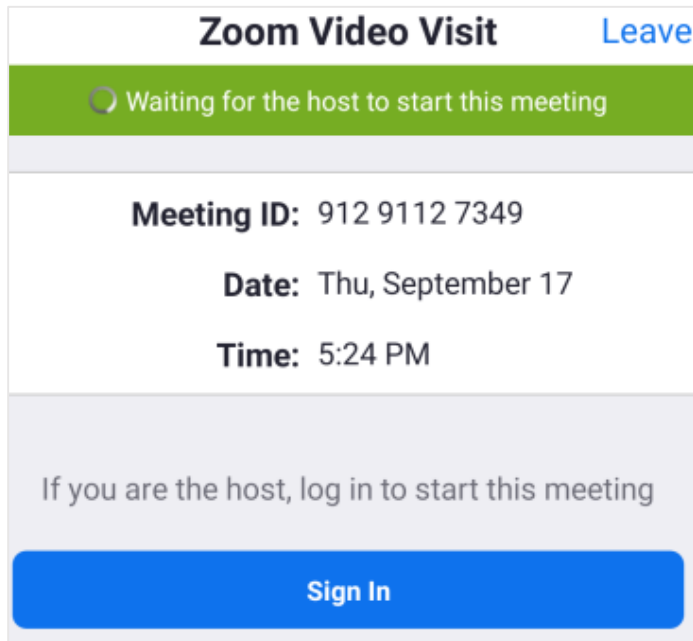
Then click the blue Begin visit button:



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

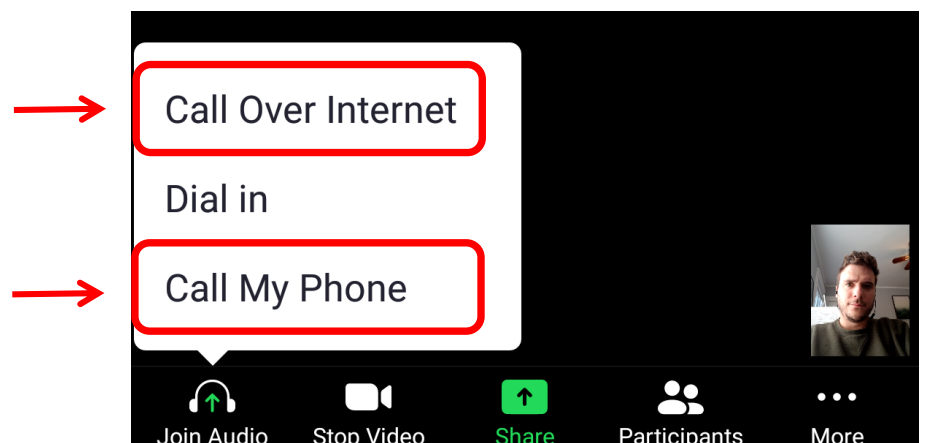
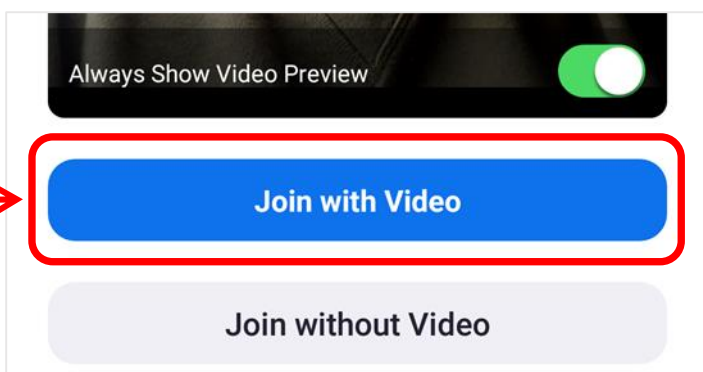
Enter the “Waiting Room”:

- 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:

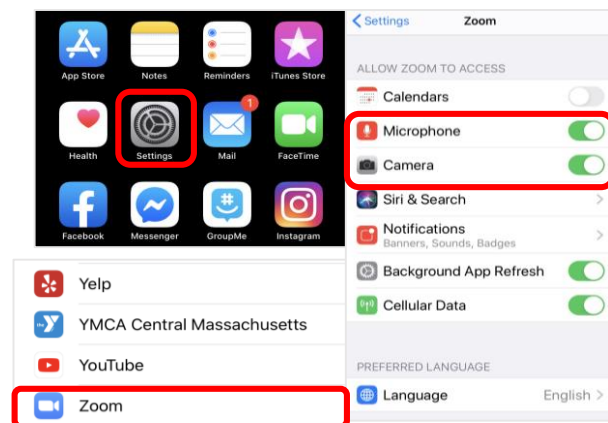
- When the Video Preview appears, click Join with Video.
- If you are connected to Wi-Fi or a strong cell signal, click **Call Over Internet**.
- Otherwise, click **Call My Phone**.



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

Set up Zoom:

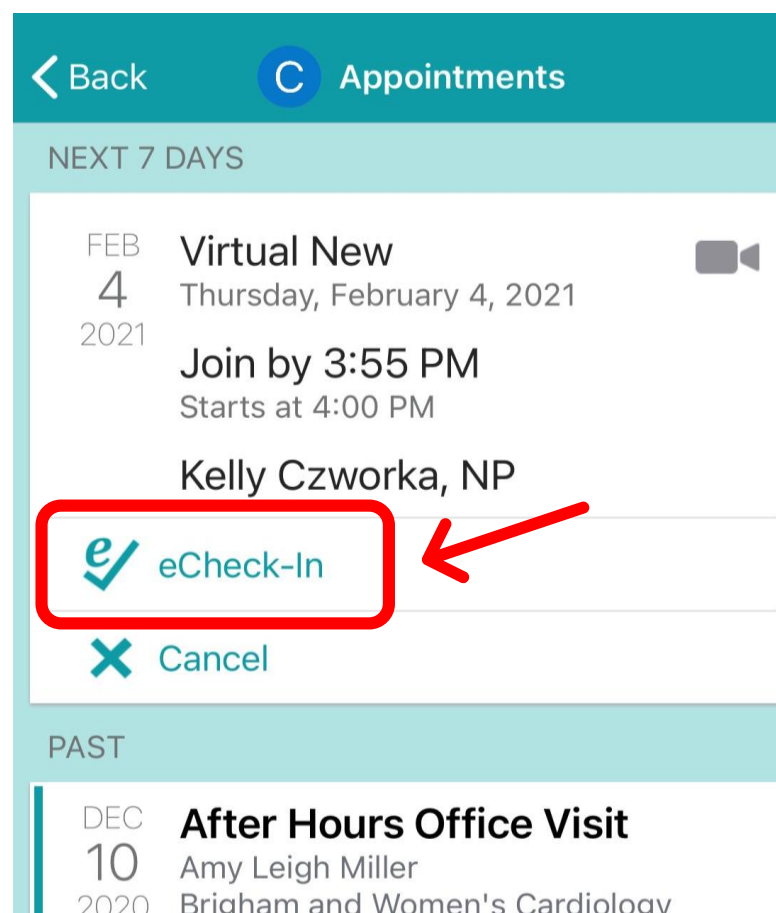
1. Go to the App Store, search for Zoom, and click “Get.”
2. Turn on the Microphone and Camera for Zoom:
 - Go to Settings.
 - Find and select Zoom on the apps list.
 - Make sure the Microphone and Camera are on.
3. Test your Zoom connection: <https://zoom.us/test>.



Complete eCheck-In:

Update your information, fill out questionnaires related to your visit, and 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](#)

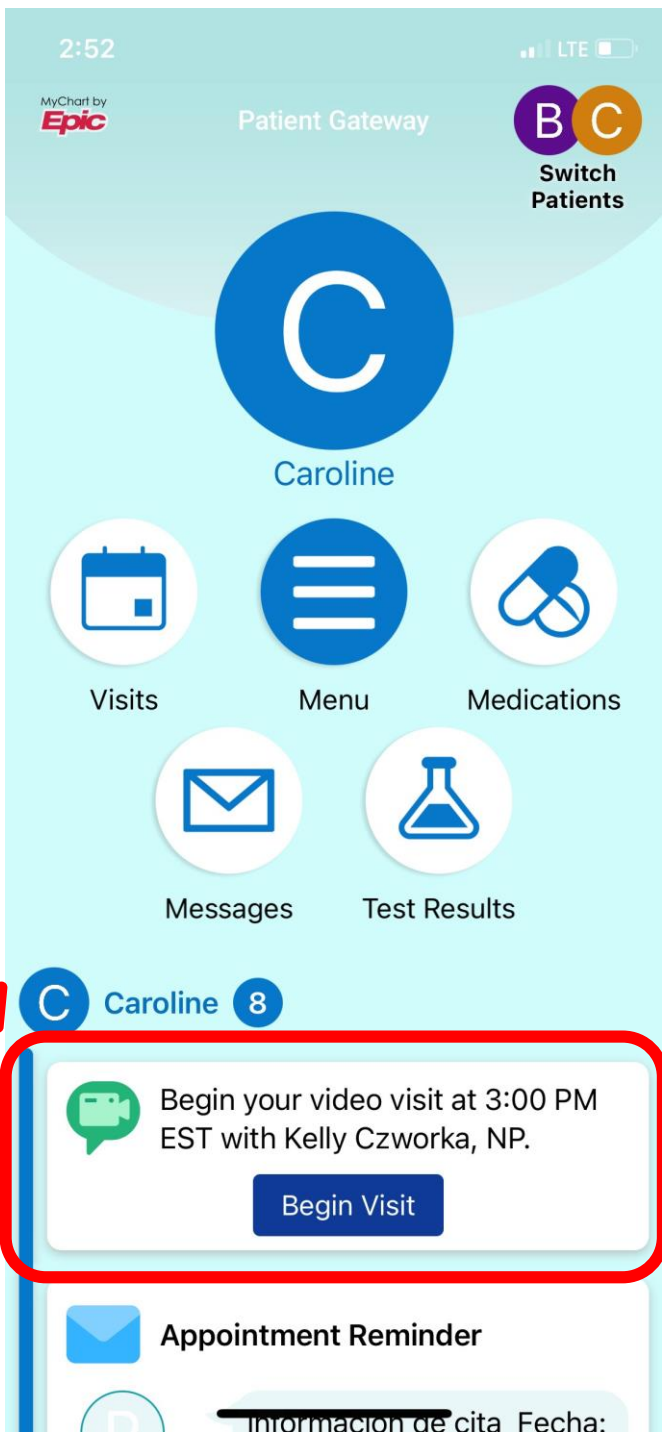
STARTING YOUR VIRTUAL VISIT– iPhone/iPad Mobile App

Open the Patient Gateway App:

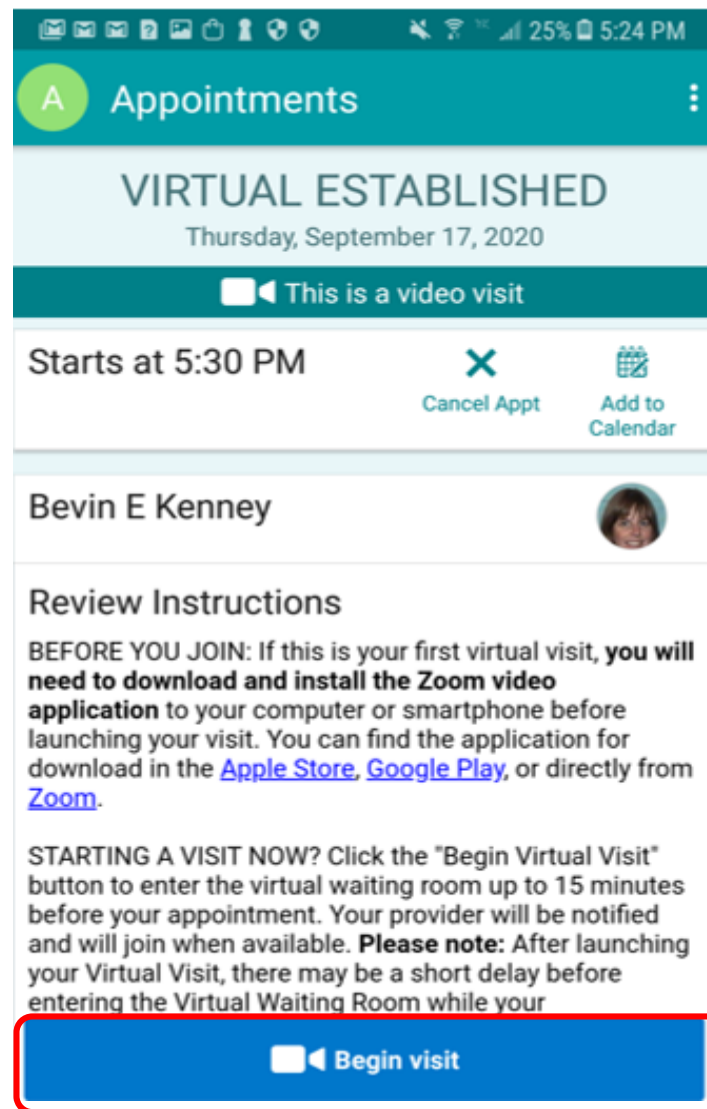
- Please log in at least 10 minutes before the appointment.
- The “Begin Visit” button appears 30 minutes before the appointment time.

On your health feed find your appointment:

Click “Begin Visit”



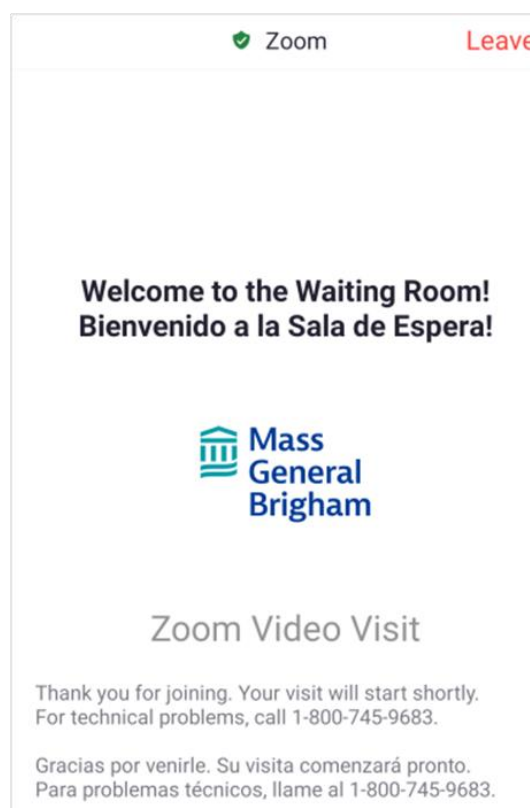
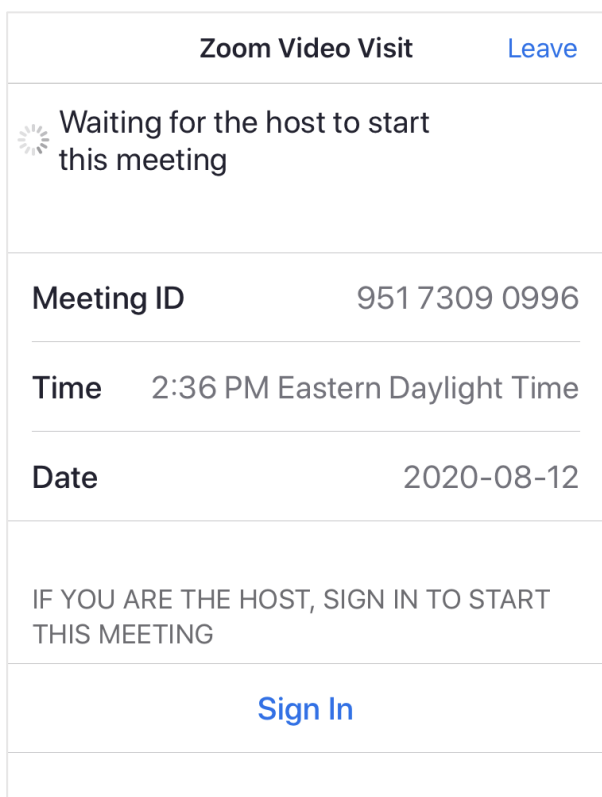
Then click the blue Begin visit button:



STARTING YOUR VIRTUAL VISIT – iPhone/iPad Mobile App

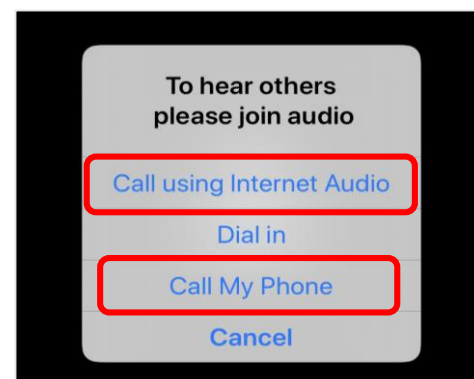
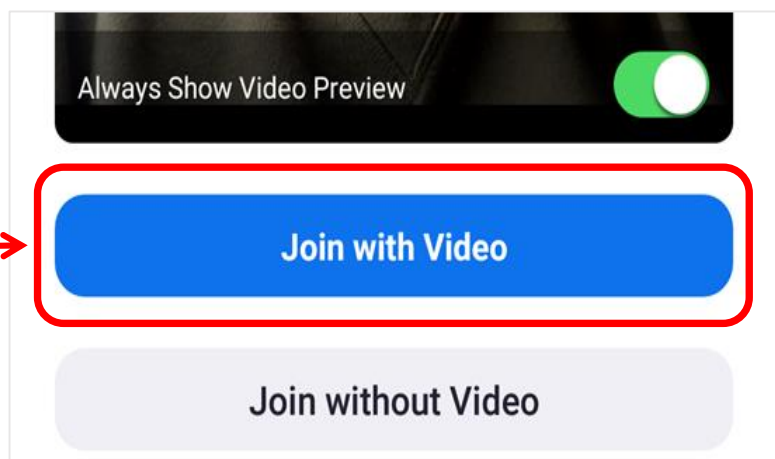
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- Your care team knows you’re here, and they will join you shortly.



Join your Visit:

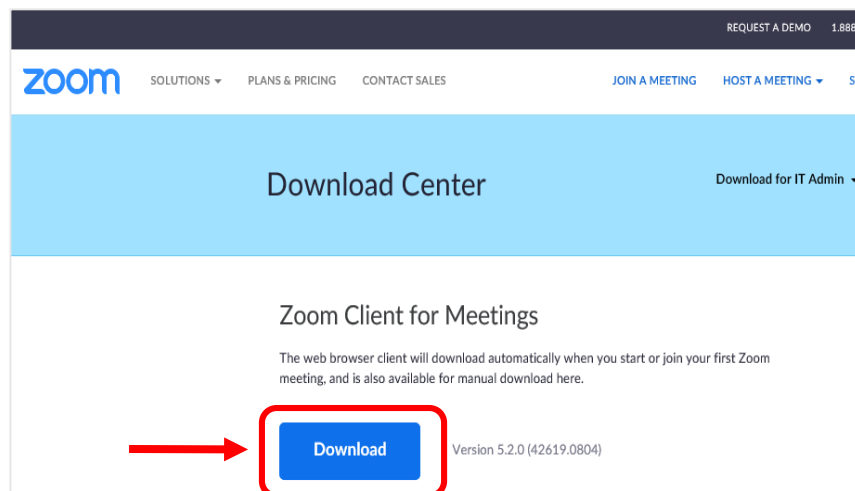
- When the Video Preview appears, click **Join with Video**.
- If you are connected to Wi-Fi or a strong cell signal, click **Call using Internet Audio**. Otherwise, click **Call My Phone**.



PREPARING FOR YOUR VIRTUAL VISIT – Computer or Web Browser

Get Zoom:

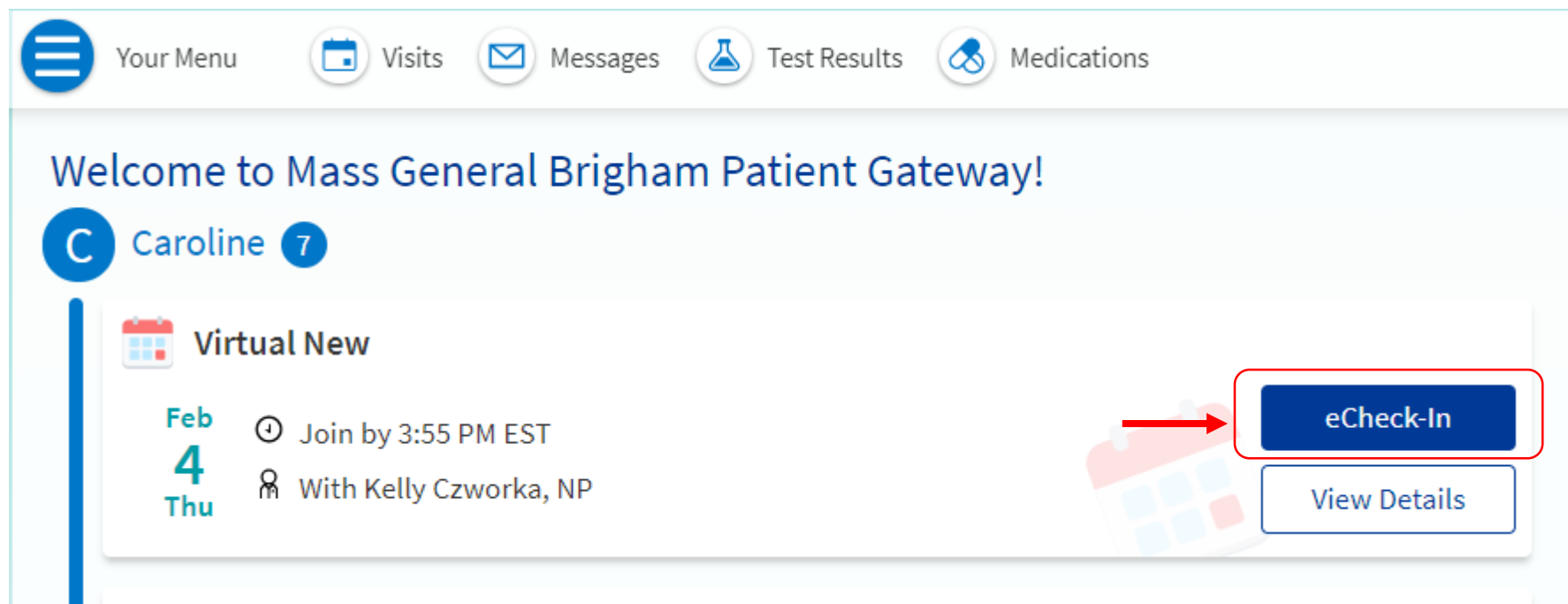
1. Go to [Zoom](https://zoom.us) and click “Download.”
2. Test your Zoom connection:
<https://zoom.us/test>
3. Adjust pop-up settings. Follow the steps in the [guide to disable popup blockers](#).



Complete eCheck-In:

Update your information, fill out questionnaires related to your visit, and 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.



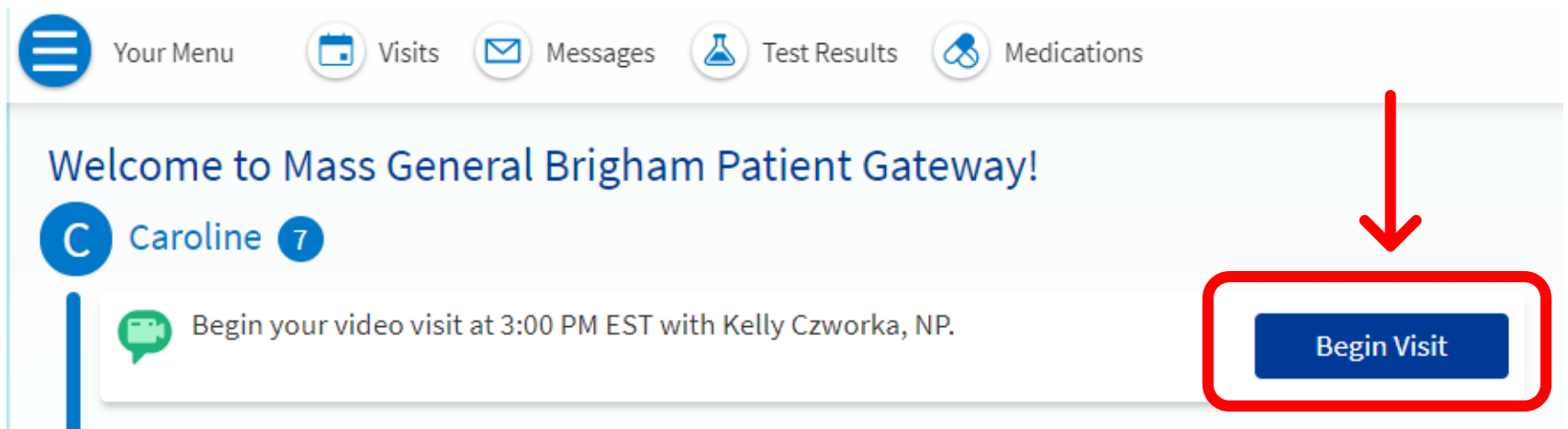
STARTING YOUR VIRTUAL VISIT – Computer or Web Browser

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.

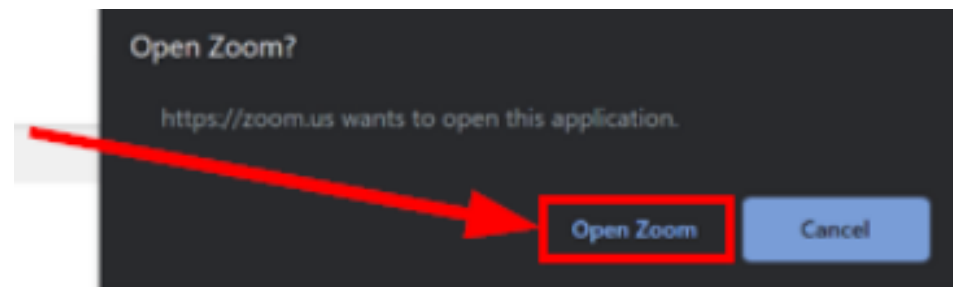
On your health feed find your appointment:

Click “Begin Visit”



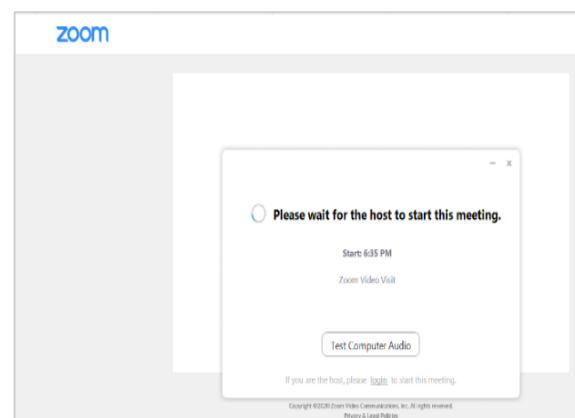
Open Zoom:

Click “Open Zoom” when the link appears.



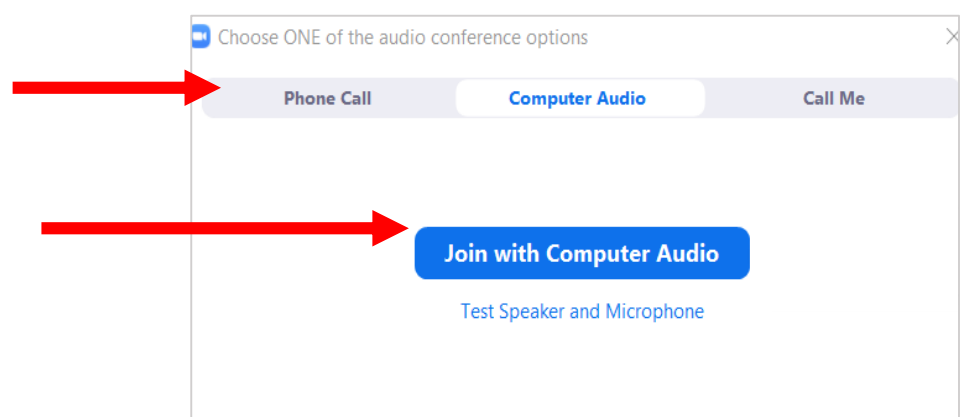
Enter the “Waiting Room”:

- 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

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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Mondays-Fridays, 8:00 AM to 5:00 PM