Virtual Visit Setup Guide for Patients

This guide shows you how to connect with your provider via video using Zoom on your computer.

## Computer/Device Requirements

- Internet Connection.
- Computer with Webcam (desktop or laptop; PC or Mac)

First-time Setup for Desktop or Laptop: PC or Mac

Please download the required free Zoom Application.
1. Visit zoom.us/download
2. Under **Zoom Client for Meetings**, select **Download**
3. Locate the **installer** ZoomInstaller.exe (PC) or Zoom.pkg (Mac) in your **Downloads** folder
4. Open the **installer**
5. Follow the prompts to install the Zoom software on your computer.
   **Note:** language can be changed from this screen.
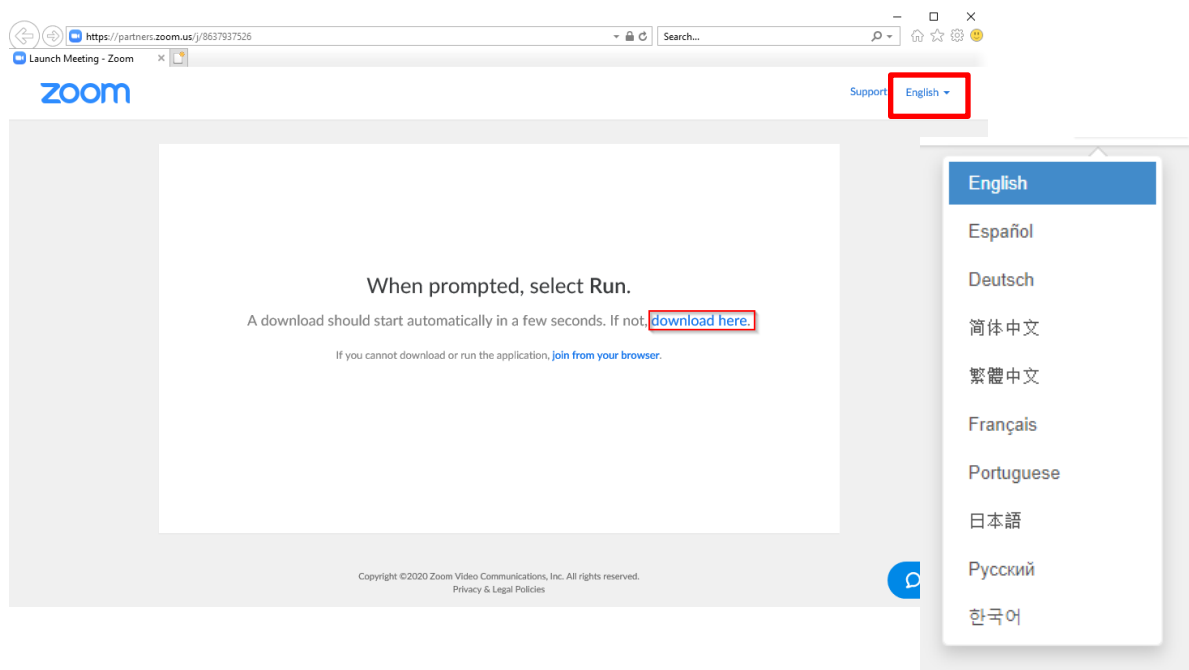
System Requirements:
Read more about system requirements [here](#).

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Starting your Virtual Visit

15 minutes prior to your appointment time, click on the link in the email sent to you by your provider or copy/paste the link into the browser. If you have already downloaded Zoom, you will be asked to **Open Zoom**.
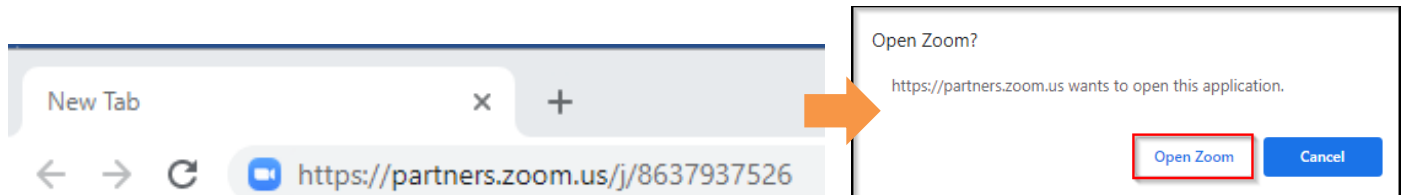
Enter your name and click **Join Meeting** and then **Join with Video.**
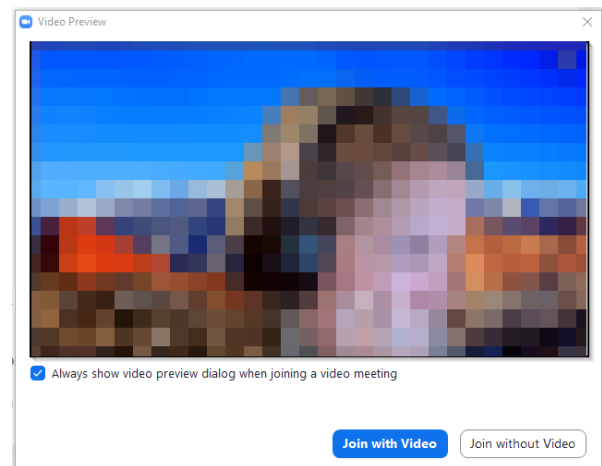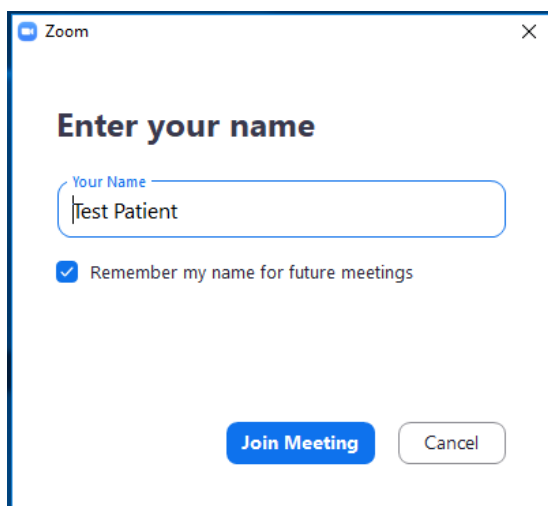
Waiting room

You will be placed in a waiting room at the appointment time. When your provider is ready, they will let you into the appointment.

Welcome to Virtual Visits!

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Sample Doctor's Personal Meeting Room

Your provider will be with you as soon as they are available. If your provider does not join within 10 minutes of your scheduled appointment, please call their office directly.

If you are experiencing technical difficulties, please call 1.800.745.9683

Audio – when the appointment starts, you will choose how to connect

Choose one of the following:
- **Join with Computer Audio**.
- If you are unable to use computer audio, choose either:
  - **Call Me** and enter your phone number. Zoom will call your telephone number.
  - **Phone Call** – dial any available Zoom phone number, enter the Meeting ID number and Participant ID number.
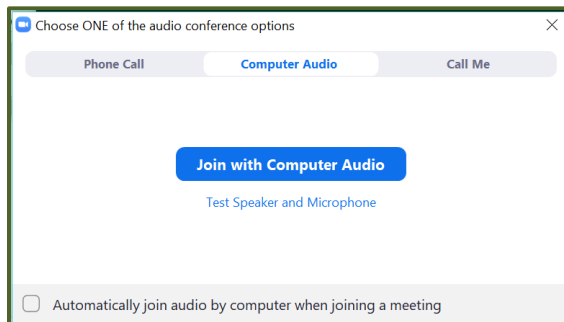
Once in the appointment, you can **Mute/Unmute** yourself using the icon.

You are now ready to start your appointment.

Making the Most of your Virtual Visit

- Prepare your questions for the provider ahead of time.
- Have your medications in front of you.
- Set yourself up in a comfortable private space in your home with enough lighting.
- While using zoom on your computer look directly into the camera.
- If your connection is poor and you are using Wi-Fi, be close to the router, close other programs and browser windows that you are not using and ask others in your home to turn off their devices.

In case of disconnection:
Try to rejoin using your computer. Have a phone nearby; your provider may try to call you. If you do not reconnect, call your provider's office to reschedule.

About Virtual Visits:
This virtual visit is being used during the COVID-19 crisis in place of an in-person visit and will be billed in a similar fashion. You could have copay, coinsurance, or deductible responsibility.

Phone numbers:
- HIPAA Privacy: 617-726-5085
- Billing Questions: 617-726-3884
- Compliance Hotline: 617-726-1446
- Interpreter Services: 617-726-6966