

Patient Instructions

Prior to Scheduled Appointment date: Account Activation

- Laptop/Desktop/Chromebook requirements (as of 3/10/20):

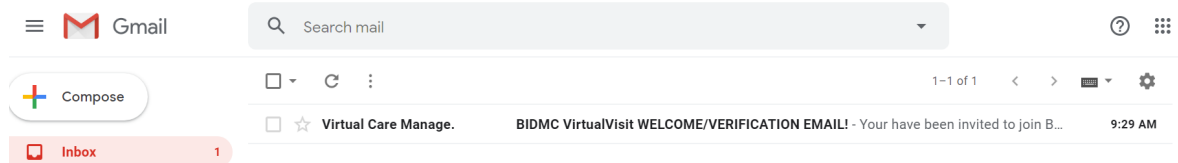
Supported Operating Systems	Supported Browsers*:
Windows 10+	Chrome, Firefox, Safari
macOS® 10.13.6+	Chrome, Firefox, Safari
Chrome OS 78+	Chrome

Mobile Device Operating Systems and Browsers (as of 3/10/20):

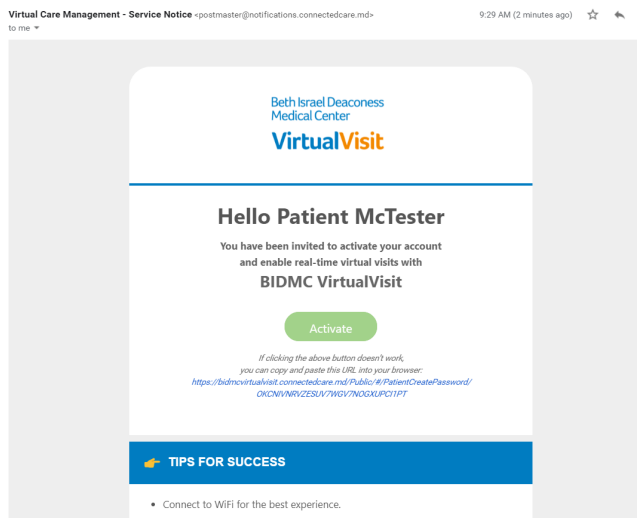
Supported Operating Systems	Supported Browsers
iOS/Apple	Safari
Android	Chrome, Firefox

*Internet Explorer and Microsoft Edge are not supported.

- Vendor Technical Support: (888) 666-2352 x621
- Link to BIDMC VirtualVisit: <https://bidmvirtualvisit.connectedcare.md/public/#/patient>
- First time BIDMC VirtualVisit patients will receive an email from “Virtual Care Management” or “postmaster@notifications.connectedcare.md” titled “BIDMC VirtualVisit WELCOME/VERIFICATION EMAIL!” to activate the account.
 - Check Junk and Spam folders if an email is not received within 15 minutes after speaking with the practice.



- **Select “Activate”** and continue into the BIDMC VirtualVisit portal.



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- Set-up a password to activate the account.

Patient Registration

Account activation

Please choose a password and review your information.

EMAIL ADDRESS
✓ patientmctester@gmail.com

PASSWORD
Password

CONFIRM PASSWORD
Password

Activate account

By using this application you agree to our [Terms & Conditions](#).

Patient Registration

Congratulations!

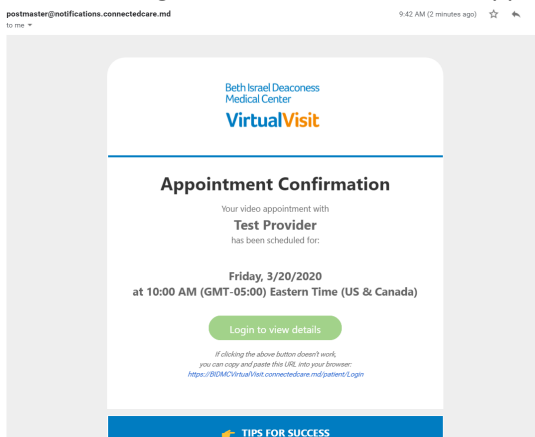
Your account has been confirmed.

Login

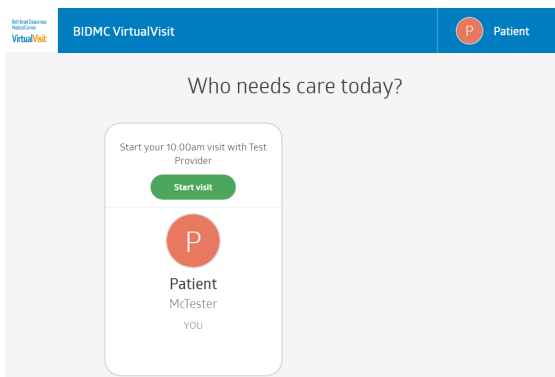
[Terms & Conditions](#) • [Contact Us](#) • [English \(US\)](#)

15-minutes prior to Appointment: Starting a Virtual Visit

- Once you have been scheduled for a virtual appointment, you will receive an email with the appointment confirmation. From this email, you can log-in to view the details of the appointment. The same link can be used to log-in when it is time for the appointment.

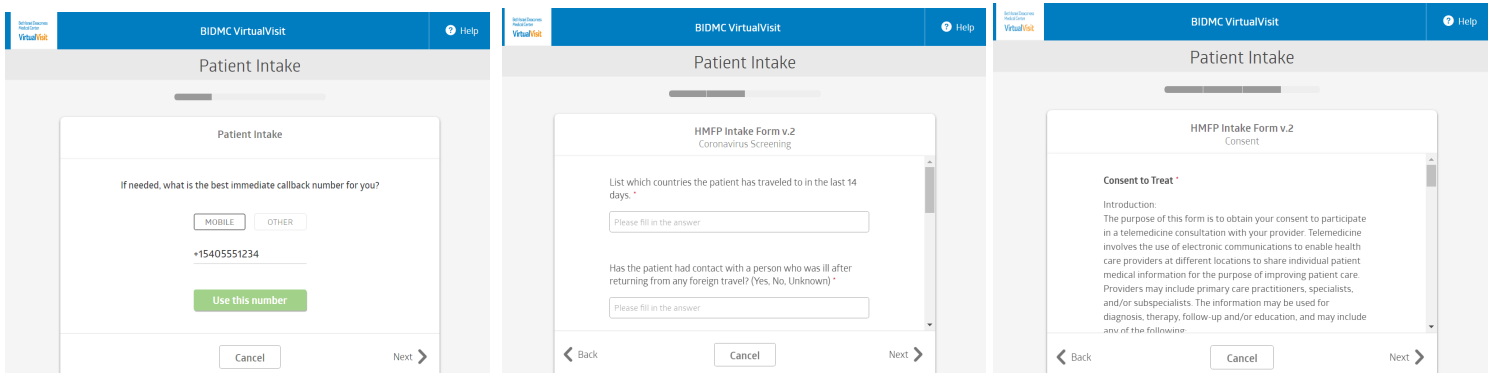


- You should **log-in** to BIDMC Virtual Visit **15 minutes before** your scheduled appointment time. **Select Start visit to begin.**

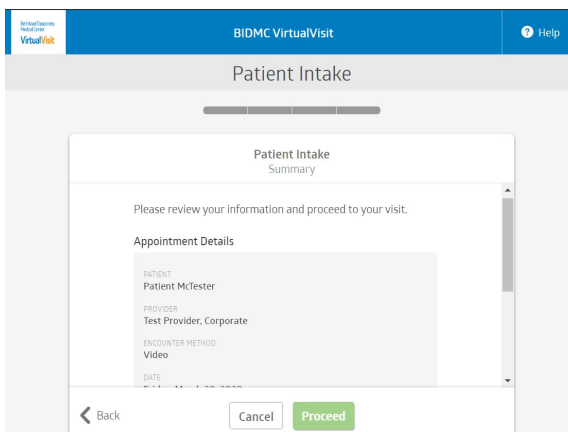


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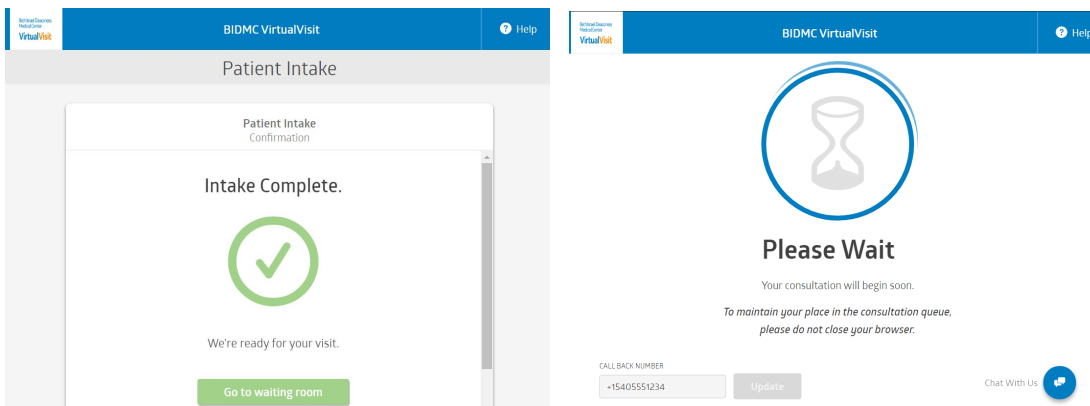
- You are required to complete a short intake form asking for the best contact phone number for immediate callback, a COVID-19/Coronavirus screening, and a Consent to Treat. **Select** Next to move on



- Review** the Patient Intake Summary and select proceed.



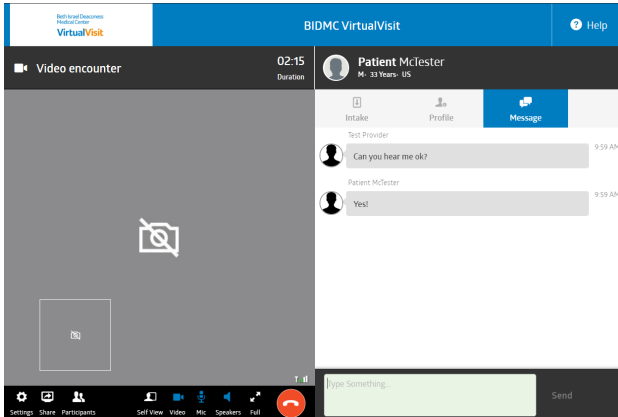
- Select** “Go to waiting room” or wait a few moments to be brought in to the waiting room automatically. Do not close the web browser! Please note the visit will not begin until the provider enters the appointment.



- The visit will begin when the provider enters the room. As the virtual visit begins to connect, you may be prompted to allow access to your computer/tablet’s microphone and camera – please accept all requests.

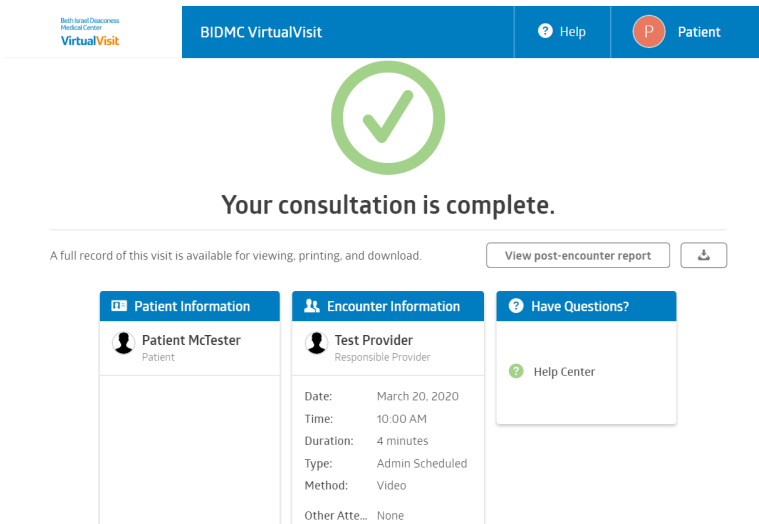
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- The provider will appear in the large screen and you will see yourself in the small screen. Use the message feature on the right side of the screen to chat directly with the provider if needed.



After the Virtual Visit

- After the visit is complete, the provider will end the call and a visit summary will display. Visit documentation is kept separately in the BIDMC electronic medical record system and information about the visit can be accessed from BIDMC PatientSite.



- You can close your web browser to end the virtual visit.
- Once the provider has completed the visit notes and documentation, you can go to BIDMC PatientSite to review the visit notes from the appointment.