VIRTUAL VISITS: FREQUENTLY ASKED QUESTIONS

GETTING STARTED WITH VIRTUAL VISITS

What are Virtual Visits?

Virtual visits are a new way to meet online with your Provider by video. All you need to participate in a virtual visit is a computer (with a webcam), 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 Partners Virtual Visit Program will allow you to meet with your care provider through video chat on a computer or a mobile device. It is the same world-class Partners care from the comfort of your home, the convenience of work, or from any other private location.

Who is eligible and how can I start doing Virtual Visits?

We have recently expanded our Virtual Visit program. Contact your Provider to find out if they are participating!

How do prepare for my Virtual Visit?

Simply Select Your Device and Install the Zoom Application:

Step 1: If this is your first virtual visit, you will need to download and install the Zoom video application to your computer or smartphone before launching your visit. You can find the application for download in the Apple Store, Google Play, or directly from Zoom.

Step 2: If you plan to use a mobile device or tablet for your Virtual Visit, download the Partners Patient Gateway app. If you plan to use a Windows or Mac computer, please use Chrome, Firefox, or Safari to log in to Patient Gateway at the time of your virtual visit.

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

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

Am I able to do these visits from work?

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

I'm interested in conducting virtual visits with my doctor. How do I enroll?

Please check with your Partners Provider today to find out if they are participating in the Virtual Visit program.

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. Patient's with Medicaid, AllWays Health Partners - My Care Family, Workman's Compensation and Healthy Safety Net as a primary insurance will not be responsible for any fees. Please contact your Partners Hospital if you would like any additional information.

How will I be billed for Virtual Visits with my clinician?

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

Will I still be billed if there are technical challenges during my Virtual Visit?

If you cancel your Virtual Visit or end up completing your visit with your clinician by phone due to the technical challenges, you will not be charged.

May I prepay in advance for multiple visits?

Unfortunately, prepayment for visits is not possible at this time. 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.

8. What should I do if I think I've received a bill in error?

Please contact your Partners hospital if you believe you have received a bill in error.

TECHNICAL

1. **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
   - A webcam or HD webcam - built-in or USB plug-in
   - Desktop computer, laptop, android or iPad/iPhone that meets the following minimum requirements:
     - PC: Windows 7 or later (NOTE: Windows 10 S Mode is not supported)
     - Mac: macOS (OSX) 10.7 or later
     - Android 4.0x or later
     - iPad/iPhone: iOS 7.0 or later | iPadOS 13 or later
     - Ram: 2 GB available
     - Processor: Single Core 1Ghz or Higher
     - Compatible browsers:

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1. Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
2. Mac: Safari 7+, Firefox 27+, Chrome 30+
3. Linux: Firefox 27+, Chrome 30+

2. 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.

3. Why can't I just use Skype or Facetime?

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

4. How do I start my Virtual Visit?

At the time of your visit, please navigate to the '**Visits'** page within Patient Gateway and click on the '**Details**' button next to your upcoming scheduled appointment. Click on the 'Begin Virtual Visit' once you are ready to connect with your doctor.

Before your visit, you will need to select your device and install the Zoom application:

Step 1: If this is your first virtual visit, **you will need to download and install the Zoom video application** to your computer or smartphone before launching your visit. You can find the application for download in the [Apple Store](), [Google Play](), or directly from [Zoom]().

Step 2: If you plan to use a **mobile device or tablet** for your Virtual Visit, download the Partners Patient Gateway app. If you plan to use a **Windows or Mac computer**, please use Chrome, Firefox, or Safari to log in to Patient Gateway at the time of your virtual visit.

5. How do I know if my webcam and microphone are working?

Please navigate to the '**Visits'** page within Patient Gateway and click on the '**Details'** button next to your upcoming scheduled appointment.

6. How do I locate my volume control?

Depending on your device, there may be physical buttons you can use to adjust the volume, an icon on the desktop of your computer or it can be raised or lowered in the Virtual Visit once you are connected with your provider.

7. I just got disconnected from my Virtual Visit. How can I reconnect with my doctor?

If you get disconnected from your visit you can re-click on '**Begin Virtual Visit'** button and you will be connected to your Provider again. If this does not work, please reach to your practice.

8. How do I reset my Patient Gateway password?

There is '**Forgot Password'** button located on the log-in screen of Patient Gateway. You can use this to reset your password.