

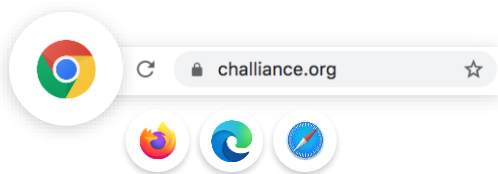


Patient User Guide

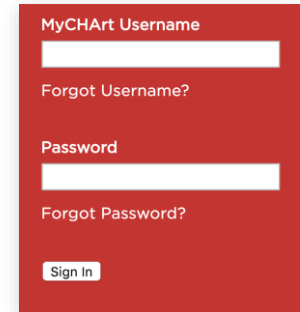
How to Join Your Telehealth Appointment on a PC

1 

On your computer, navigate to **MyCHART** from the CHA website in a Chrome browser.



*Chrome browser preferred. Mozilla Firefox, Microsoft Edge, and Apple Safari compatible.

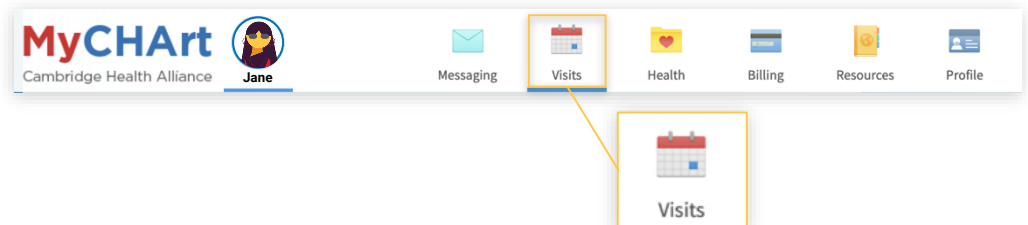



a Go to challiance.org

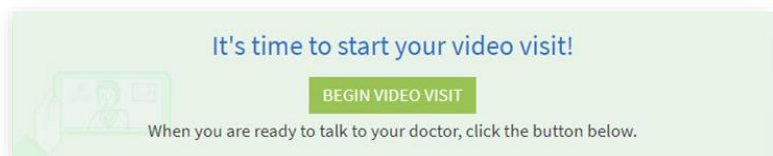
b Find **MyCHART** in the upper left hand corner of the screen

c Log into your **MyCHART** account.

2 Find scheduled appointment in your **Visits** section.



3 Click **BEGIN VIDEO VISIT** to launch a new window.



Need Help?

Call Health Information Management (HIM) at (617) 381-7266 from 8:00 AM - 4:30 PM ET Monday - Friday

Email us at mycharthelp@challiance.org


Use our online form: <https://www.challiance.org/help-center/mychart-contact-us-form>

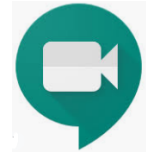


Patient User Guide

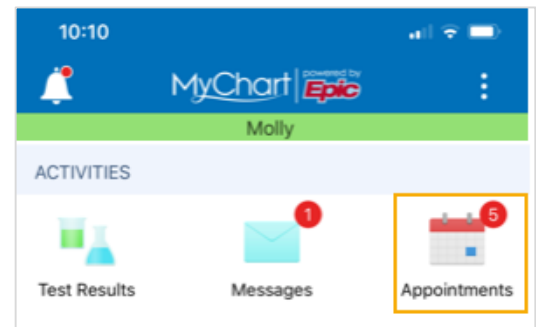
How to Join Your Telehealth Appointment Using MyCHART mobile app on an iOS Device


At this time, it is not recommended to use Android devices to join your Telehealth appointment via MyCHART mobile app

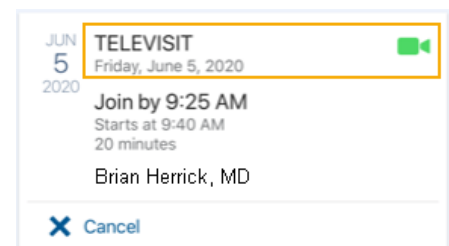
- 1  Prior to your first Telehealth appointment, please install the **Google Meets** app from the Apple Store on your iOS device.



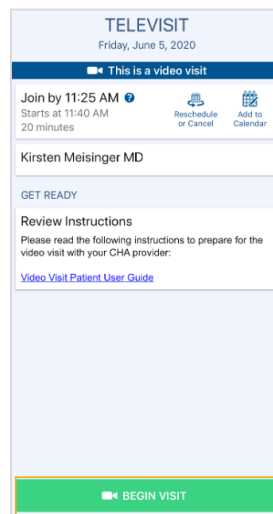
Then, on the day of your appointment, open the MyCHART mobile app and select **Appointments**



- 2 Find the appropriate scheduled televisit appointment labeled as **TELEVISIT** with the  icon



- 3 Click 



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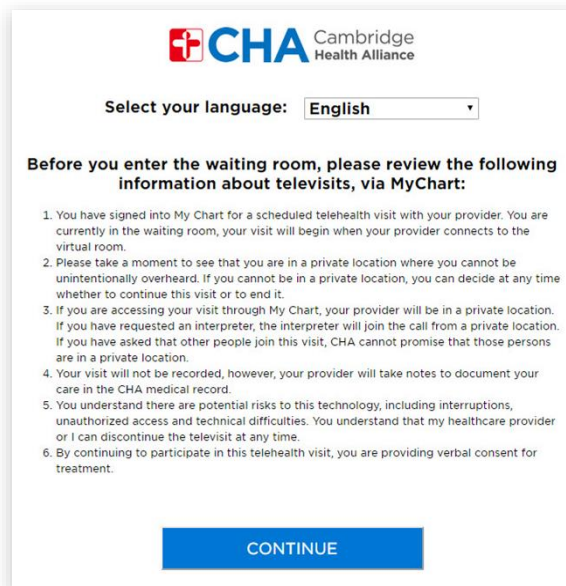
Use our online form: <https://www.challiance.org/help-center/mychart-contact-us-form>



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Once logged in either through your Browser or MyCHArt mobile app:

- 4 Select your language and click **CONTINUE** to enter the virtual waiting room.



CHA Cambridge Health Alliance

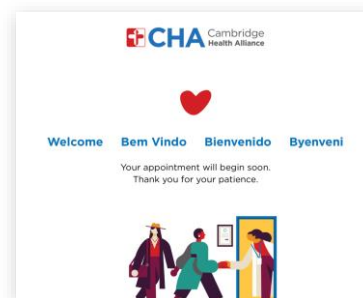
Select your language: English

Before you enter the waiting room, please review the following information about televisits, via MyChart:

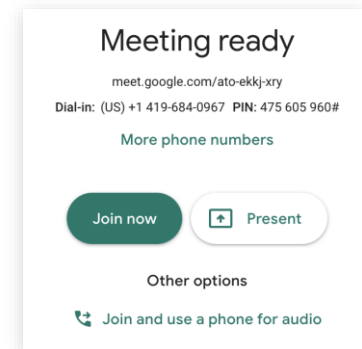
1. You have signed into My Chart for a scheduled telehealth visit with your provider. You are currently in the waiting room, your visit will begin when your provider connects to the virtual room.
2. Please take a moment to see that you are in a private location where you cannot be unintentionally overheard. If you cannot be in a private location, you can decide at any time whether to continue this visit or to end it.
3. If you are accessing your visit through My Chart, your provider will be in a private location. If you have requested an interpreter, the interpreter will join the call from a private location. If you have asked that other people join this visit, CHA cannot promise that those persons are in a private location.
4. Your visit will not be recorded, however, your provider will take notes to document your care in the CHA medical record.
5. You understand there are potential risks to this technology, including interruptions, unauthorized access and technical difficulties. You understand that my healthcare provider or I can discontinue the televisit at any time.
6. By continuing to participate in this telehealth visit, you are providing verbal consent for treatment.

CONTINUE

- 5 Please remain in the virtual waiting room until your appointment begins.



- 6 When your Provider is ready, Google Meet will display. Click **Join now** to start your visit!



Meeting ready

meet.google.com/ato-ekkj-xry

Dial-in: (US) +1 419-684-0967 PIN: 475 605 960#

More phone numbers

Join now **Present**

Other options

Join and use a phone for audio

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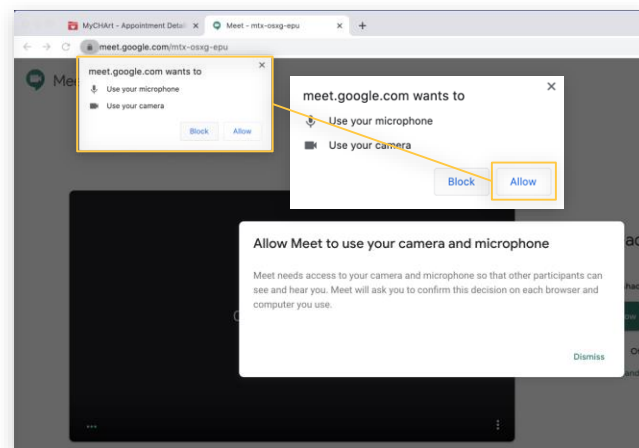


Patient User Guide

First Time Joining a Google Meet Visit

- 1 Click **Allow** to enable your camera and microphone.

If you have not used Google Meet before, you will get two notifications asking you to allow Google Meet to access your computer's camera and microphone.



If you do not have a working camera on your device, you can still continue into the Telehealth visit using the device's microphone

- 2 If prompted, enter your name.

You may also see a note asking for you to wait until your provider has admitted you to the visit.


What's your name?

Your name

Ask to join

Asking to join...

You'll join the call when someone lets you in



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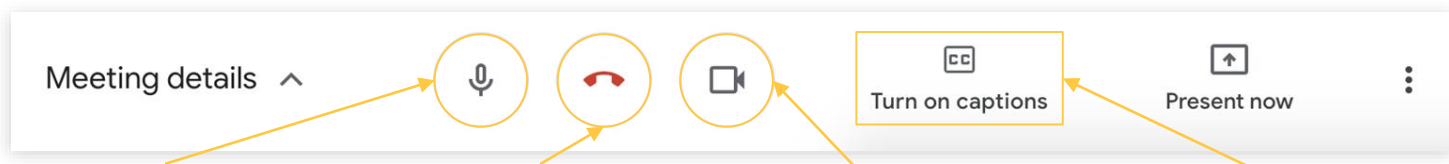
Use our online form: <https://www.challiance.org/help-center/mychart-contact-us-form>



Patient User Guide

Your Telehealth Visit Begins

- At the bottom of your screen you should see the white menu bar. If you don't see this bar, simply click on the screen or move your cursor in the Google Meet.



Turn off/on microphone

Mute or unmute yourself. If the microphone icon is red, you are muted.

Leave call

Click here when you are ready to exit your appointment.

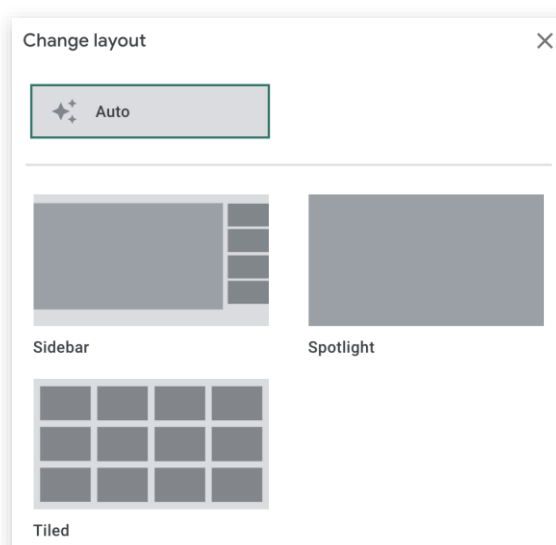
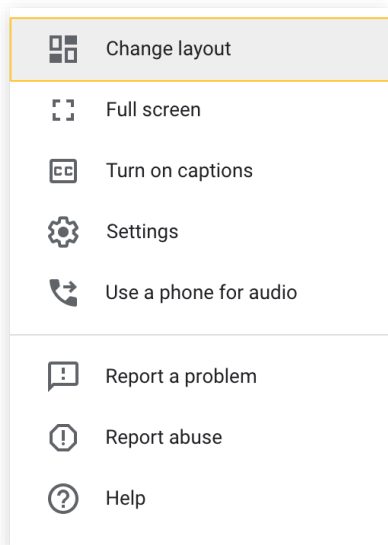
Turn off/on camera

If the camera icon is red, your video is off.

Turn on captions

Text will display at the bottom of your screen. (English only)

- In the white menu bar, click on the icon to change your layout.



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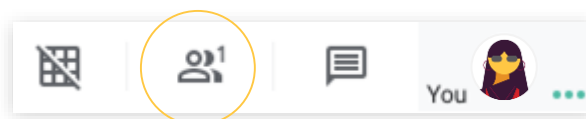
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Add Another Person to your Appointment

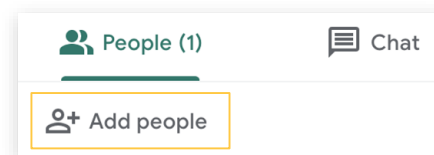
- 1** Provide your guest's email address (for video) or phone number (audio only) when you schedule your appointment to invite them in advance.

If your appointment has already begun, you can add them to Google Meet.


- a** In the top right corner of your screen, click on the  icon.




- b** Click  Add people





2 

To invite them to join via video, on the  **Invite** tab:

- a** Enter your guest's **email address**
- b** Click 
- c** Your guest can join the visit from the Google Meet link included in the email

2 

To invite them to join via phone (audio only), click the  **Call** tab:

- a** Enter your guest's **phone number**
- b** Click the  icon to call them directly
- c** Your guest can join the visit from the Google Meet link included in the email

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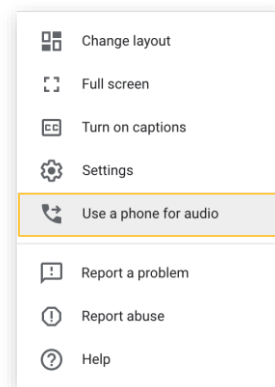
Patient User Guide

What to do if you are having trouble with your audio

If you are having trouble with your audio or your computer does not have a microphone, there are a few options for you to participate in your visit.

1 In the white menu bar, click on the  icon in the lower right corner

2 Select  Use a phone for audio from the list



3 

To call yourself from Google Meet, from the **Call me** tab:

- Enter your phone number (US and Canada only)
- Click **Call me** in the lower right corner to dial your number
- After you answer the phone, press '1' on your phone's dial pad to connect your audio to the visit

The 'Call me' tab is active. It shows instructions: 'Meet calls your phone so you can use it to listen and speak to the video call. When you answer the call, press 1 to connect to the call.' Below this, it says 'Select your country and enter your number.' There are two input fields: 'Country' with a dropdown menu showing the US flag, and 'Phone number' with a placeholder 'Enter a phone number'. At the bottom, there is a checkbox labeled 'Remember the phone number on this device' which is checked, and a smaller link 'Don't use on a public device'.

3 

To call into the visit from your phone, from the **Dial in** tab:

- Dial the number listed from your phone
- When prompted, enter the PIN using your phone's dial pad

Note: You will receive a unique phone number and PIN. The example below is illustrative.

The 'Dial in' tab is active. It shows instructions: 'Use your phone to listen and speak to the video call.' Below this, there is a 'Country' dropdown menu with 'United States' selected. Then, it says 'On your phone, dial:' followed by a highlighted phone number '+1 347-708-5468'. Finally, it says 'Enter this PIN when prompted:' followed by a highlighted PIN '449 402 800#'. There is a small '#' symbol at the end of the PIN.

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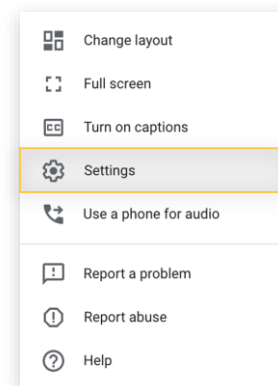
What to do if you are having trouble with your video

If you are having trouble with your video on the call, you can lower the quality of the video to help with your connection.

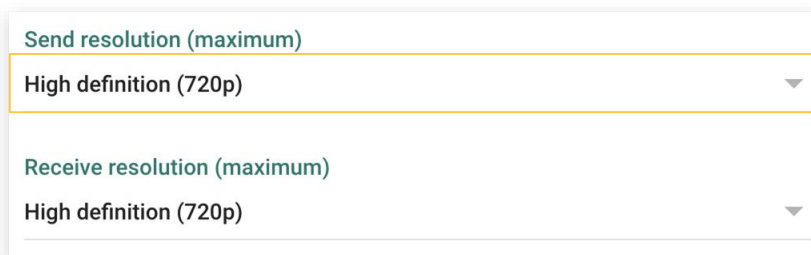
1 In the white menu bar, click on the  icon in the lower right corner

2 Select  Settings from the list

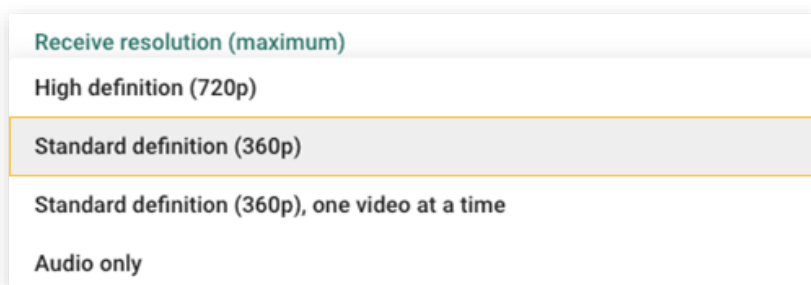
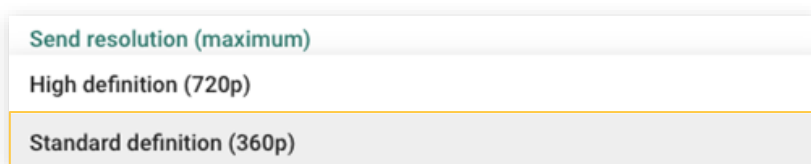
3 Click **Video**



4 A menu appears with two dropdown menus:
Send Resolution and
Receive Resolution



Click on High Definition then change the setting to Standard Definition



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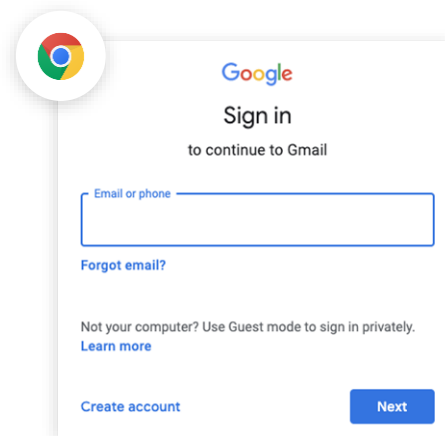
Patient User Guide

How to Log in to Chrome

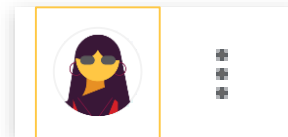
If you have a Google Account, you can use it to log in to your Chrome browser. You do not need to Log In to your Chrome browser for your telehealth visit. Signing in to your Google account in Chrome will allow you avoid manually typing your name in before joining the Meet.

1 Open up Chrome on your computer

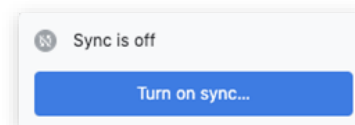
2 Sign in to your Google account at **mail.google.com**



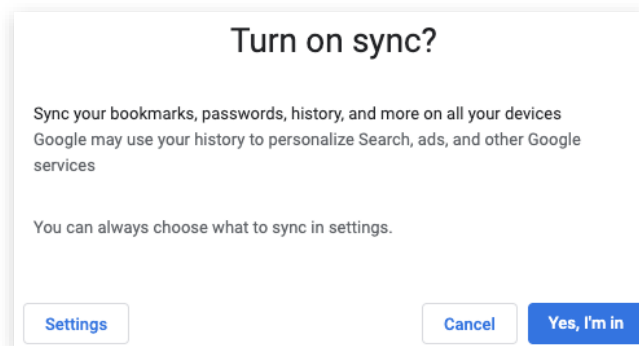
3 In the upper right hand corner of the screen, click on the circle icon that has a picture or initial in it.



4 Click the **Turn on sync...** button



4 When prompted, click **Yes, I'm in**



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