



Patient User Guide

Ki Jan Pou Ou Konekte Ak Founisè Ou Pou Yon Vizit Videyo Sou Yon smartphone Oswa Tablèt

Cambridge Health Alliance asosye avèk Mend pou bay pasyan yo yon eksperyans telesante eksepsyonèl



Akoz de sa, ou ka konekte ak founisè ou sou nenpòt aparèy ki gen yon kamera, mikwofòn, ak koneksyon entènèt. Li ta ka smartphone ou, tablèt, oswa òdinatè.

- 1 Klike sou lyen ki nan mesaj tèks SMS la oswa sou bouton **Join Visit** ki nan imèl ou an

Hello Alexandria, this is Somerville - Union Square at [\(617\) 665-_____](tel:(617)665-_____). It's almost time for your video appointment on Fri, Apr 30th, 2021 at 2:00pm EDT. Please click the link to confirm and test your device. Click the same link at the scheduled time to connect. <https://mendvip.com/y3An6>. Text STOP to Opt-Out.



Hi Alexandria

It's almost time for your appointment.

 Dr. Pat Mango
 Fri, Apr 30th, 2021
 2:00pm EDT
 Online

Join Visit

Ou Bezwèn Èd?

Sèvi avèk  fonksyon konvèrsasyon **Tech Support** (Sipò Teknik) ki nan Mend lan.

Ou gen difikilte toujou? Kontakte biwo prestatè w la pou plis asistans.



 Tech Support





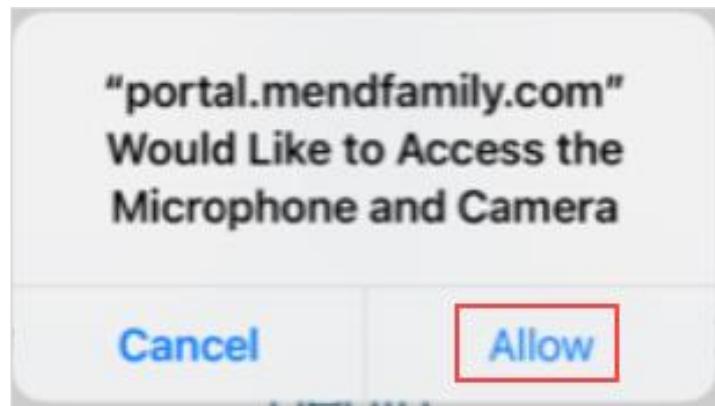
Patient User Guide

- 2** Bay enfòmasyon ke òganizasyon swen sante ou a mande. Yo ka mande w pou antre dat nesans ou pou konfime idantite w epi peze **Submit**

Tanpri antre Dat nesans lan tankou **MM / JJ / AAAA** Konsa, yon dat nesans ki se 25 septanm 1947 ta dwe antre nan kòm 09251947

Remak: Si randevou a se pou yon depandan nan swen ou, dat nesans yo OSWA dat nesans paran an oswa gadyen an ap pèmèt antre nan vizit la

- 3** Ou ka jwenn yon Èd memwa ki mande pou Mend sèvi ak kamera e ak mikwofòn ou. Tanpri chwazi **Allow**



Remak: si randevou a se pou yon depandan nan swen ou, dat nesans yo OSWA dat nesans paran an oswa gadyen an ap pèmèt antre nan vizit la

Ou Bezwèn Èd?

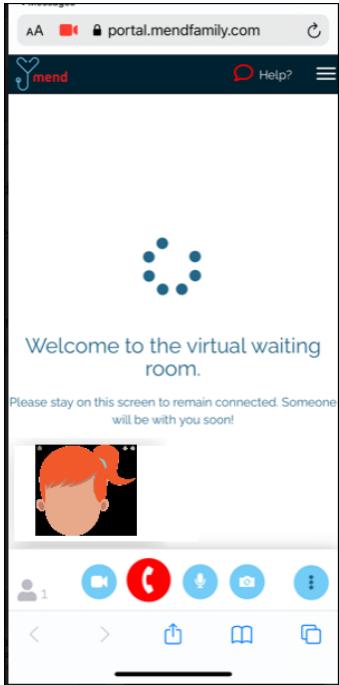
Sèvi avèk  fonksyon konvèrsasyon **Tech Support** (Sipò Teknik) ki nan Mend lan.

Ou gen difikilte toujou? Kontakte biwo prestatè w la pou plis asistans.

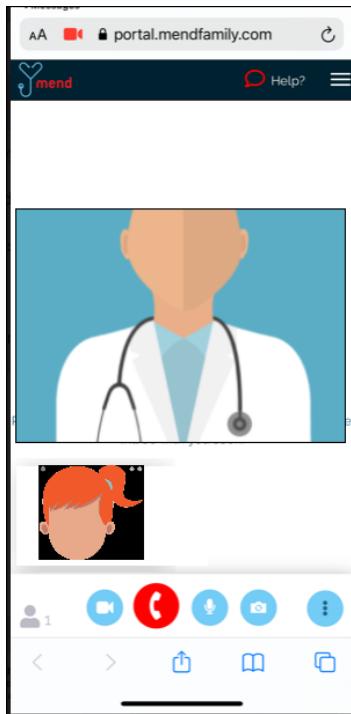


Patient User Guide

- 3** Sa a pral konekte ou nan vizit la. Si founisè ou a poko rantre, yo pral mete ou nan sal datant vityèl la



Yon fwa founisè ou an rantre, ou pral kapab wè yo sou ekran aparèy la



Ou Bezwèn Èd?

Sèvi avèk  fonksyon konvèrsasyon **Tech Support** (Sipò Teknik) ki nan Mend lan.

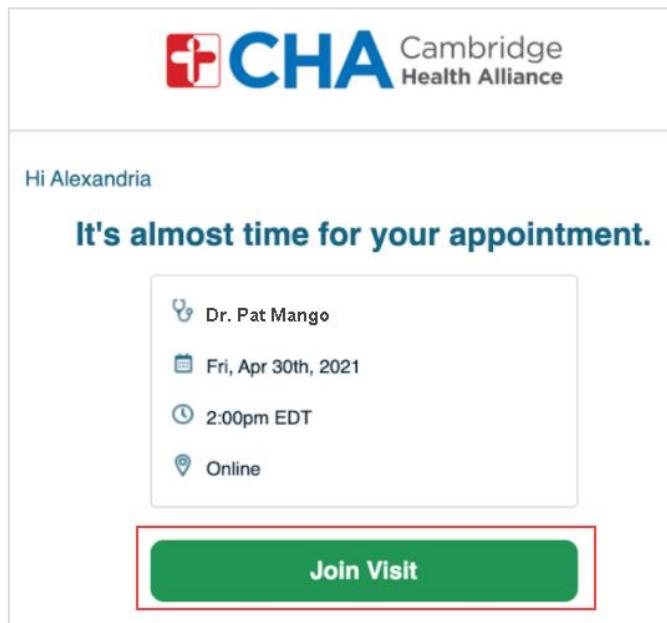
Ou gen difikilte toujou? Kontakte biwo prestatè w la pou plis asistans.



Patient User Guide

Ki jan pou konekte ak founisè ou pou yon vizit video sou yon òdinatè Desktop oswa laptop

- 1 Klike sou bouton **Join Visit** an nan imèl ou a



- 2 Bay enfòmasyon ke òrganizasyon swen sante ou a mande. Yo ka mande w pou antre dat nesans ou pou konfime idantite w epi peze **Soumèt**

Tanpri antre Dat nesans lan tankou **MM / JJ / AAAA**
 Konsa, yon dat nesans ki se 25 septanm 1947 ta dwe antre kòm 09251947

Authenticate

Your security is our top priority.
Please enter your birthdate to verify it's you.

ENTER YOUR BIRTHDATE (MM/DD/YYYY)

Submit

Remak: if the appointment is scheduled for a Dependent in your care, their date of birth OR the parent or guardian's date of birth will allow entry into the visit

Ou Bezwèn Èd?

Sèvi avèk fonksyon konvèsasyon **Tech Support** (Sipò Teknik) ki nan Mend lan.

Ou gen difikilte toujou? Kontakte biwo prestatè w la pou plis asistans.



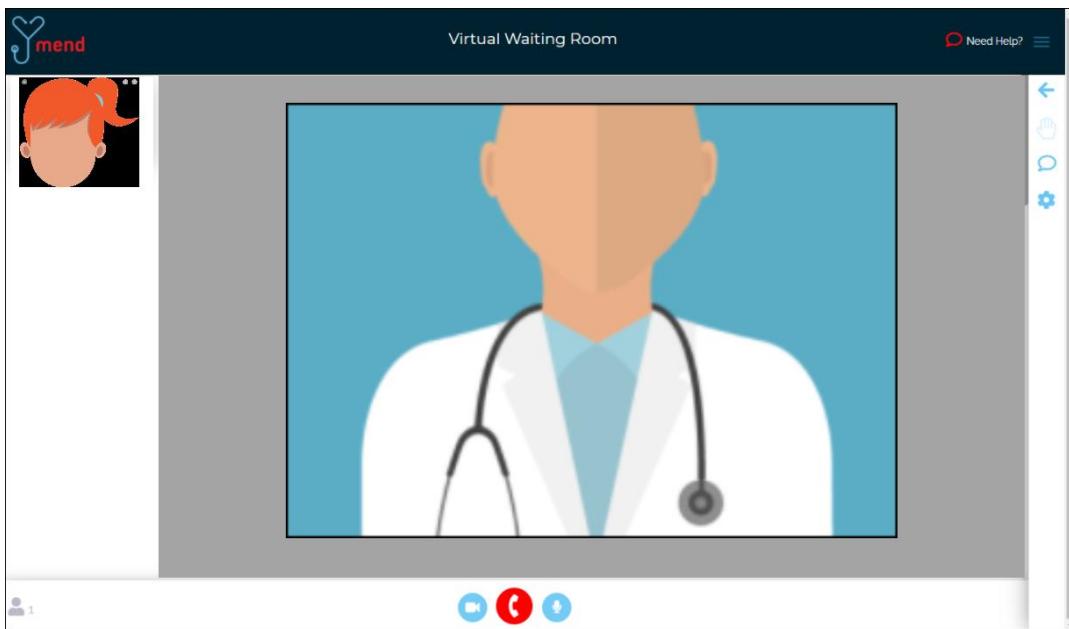
Patient User Guide

- 3** Sa a pral konekte ou nan vizit la. Si founisè ou a poko rantre, yo pral mete ou nan sal datant vityèl la



The screenshot shows the 'Virtual Waiting Room' interface. At the top, it displays the 'mend' logo, the 'CHA Cambridge Health Alliance' logo, and the 'HARVARD MEDICAL SCHOOL TEACHING HOSPITAL' logo. On the left, there is a small profile picture of a person with orange hair. The main area features a large blue banner with the text 'CHA VIRTUAL WELCOME ROOM' in white. Below the banner, there are language options: 'Byenveni' (French), 'Bem Vindo' (Portuguese), 'Bienvenido' (Spanish), and 'সুস্থাগতম' (Bengali). There are also other language options like 'घरमा स्थागत छ' (Nepali) and '歡迎回家' (Chinese). A message box says: 'Thank you for your patience. Your visit will begin shortly. In the meantime, feel free to review the patient information below, or watch our videos. You will stay in the welcome room as you explore. You will not lose your visit connection.' At the bottom, there are buttons for 'Information in English' and 'Información en Español', each with a '+' sign. There are also three circular icons at the bottom: a blue one with a person icon, a red one with a phone icon, and a blue one with a video camera icon.

Yon fwa founisè ou an rantre, ou pral kapab wè yo sou ekran òdinatè la



The screenshot shows the 'Virtual Waiting Room' interface. It features a large video frame in the center displaying a doctor wearing a white coat and a stethoscope. On the left, there is a small profile picture of a person with orange hair. At the bottom, there are three circular icons: a blue one with a person icon, a red one with a phone icon, and a blue one with a video camera icon. The overall layout is similar to the previous screenshot but focuses on a video call with a healthcare provider.

Ou Bezwèn Èd?

Sèvi avèk  fonksyon konvèrsasyon **Tech Support** (Sipò Teknik) ki nan Mend lan.

Ou gen difikilte toujou? Kontakte biwo prestatè w la pou plis asistans.



Patient User Guide

Fonksyon Vizit Videyo Debaz

Rakwoche



Ikòn End Call la ap dekonekte ou de Vizit Videyo a.

Ou ka rantre nan vizit la anko nenpòt ki lè jiskaske vizit la te konkli.

Ou kapab dekonekte tou pa retounen nan Dashboard la oswa fèmen app ou a oswa fenèt navigate a.

Fèmen Mikwofòn



Icône Fèmen Nikwofòn nan pral silans odyo ki soti nan video ou a. Lè li aktive, founisè ou a p'ap ka tandem ou

Fèmen Kamera



Ikòn Etenn Kamera a ap sispann video ki sot nan kamera ou a tanporèman

Tech Support (Sipò Teknik)



Tech Support

Chak ekran gen yon Bouton **Sipò Teknik** ki mennen ou imedyatman nan yon konvèsasyon an dirèk, avèk pèsonèl Mend yo pou ede ou.

Ou Bezwèn Èd?

Sèvi avèk fonksyon konvèsasyon **Tech Support** (Sipò Teknik) ki nan Mend lan.

Ou gen difikilte toujou? Kontakte biwo prestatè w la pou plis asistans.





Patient User Guide

Anvan Randevou Televizit ou a

Anvan randevou ou, ou pral vle prepare kèk bagay:

- Tcheke notifikasyon ou!

Ou ta dwe resevwa omwen yon (si se pa plis) notifikasyon pa imèl oswa mesaj tèks SMS ki gen yon bouton oswa yon lyen pou rantre nan vizit ou an.

- Si ou te resevwa yon lyen "Tès Koneksyon" nan imèl ou oswa mesaj tèks, klike sou li an premye! Pwosè sa a pral teste koneksyon entènèt ou, kamera, mikwofòn, ak moun kap pale sou aparèy ou pral itilize pou vizit ou a

Nou rekòmande sèvi avèk yon koneksyon Wi-Fi ki fò, men done selilè ka travay tou

Si ou pa sèten si koneksyon ou satisfè kondisyon yo, klike sou boutton **Bezwen Èd?** la nan tèt nenpòt ki paj Mend yo, kòmanse yon chat ak ekip sipò Mend la

- Jwenn yon kote trankil, konfòtab, kote ou ka pale ak founisè ou san entèferans.

Kòm Mend se sou entènèt li baze, ou ka konekte de nenpòt kote ak yon koneksyon entènèt ki konsistan.

Nou rekòmande chwazi yon kote prive ou ka fèmen yon pòt, tankou yon biwo oswa yon chanm.

Ou Bezwen Èd?

Sèvi avèk  fonksyon konvèrsasyon **Tech Support** (Sipò Teknik) ki nan Mend lan.

Ou gen difikilte toujou? Kontakte biwo prestatè w la pou plis asistans.

