How to Connect With Your Provider for a Video Visit on a Smartphone or Tablet
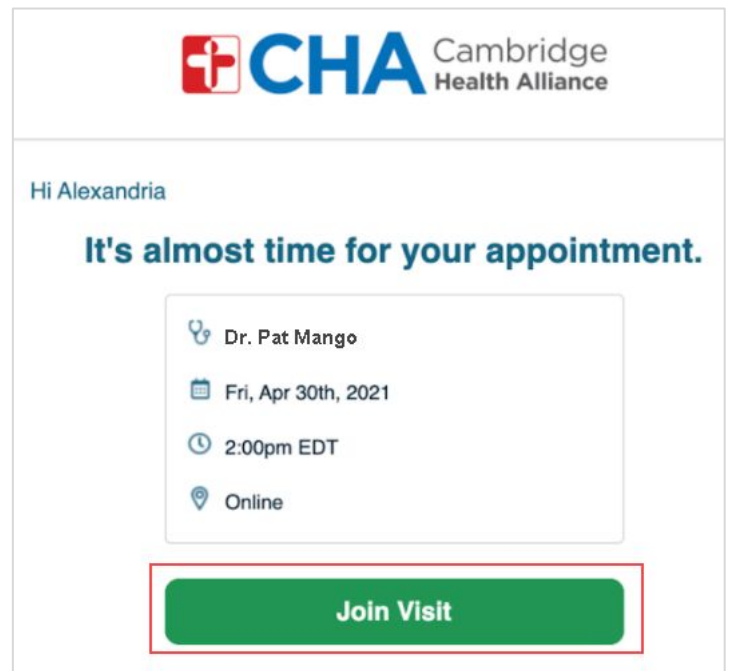
Cambridge Health Alliance has partnered with Mend to provide patients with an exceptional Telehealth experience

mend

Because of this, you can connect with your provider on any device that has a camera, microphone, and internet connection. It could be your smartphone, tablet, or computer.

1 Click on the link in the SMS text message or on the **Join Visit** button within your email

Hello Alexandria, this is Somerville - Union Square at (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.

CHA Cambridge Health Alliance

Hi Alexandria

It's almost time for your appointment.

Dr. Pat Mango

Fri, Apr 30th, 2021

2:00pm EDT

Online

Join Visit

Need Help?
Use the 🖵 **Tech Support** chat feature within Mend.
Still having trouble? Contact your provider's office for further assistance.

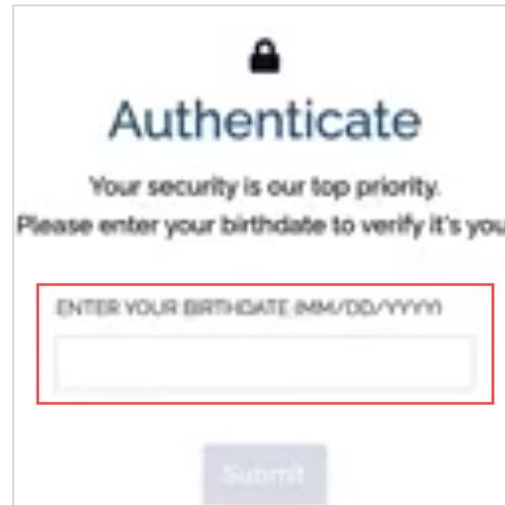mend | 🖵 Tech Support | ☰

2 Provide the information requested by your healthcare organization. You may be prompted to enter your date of birth to confirm your identity and press **Submit**
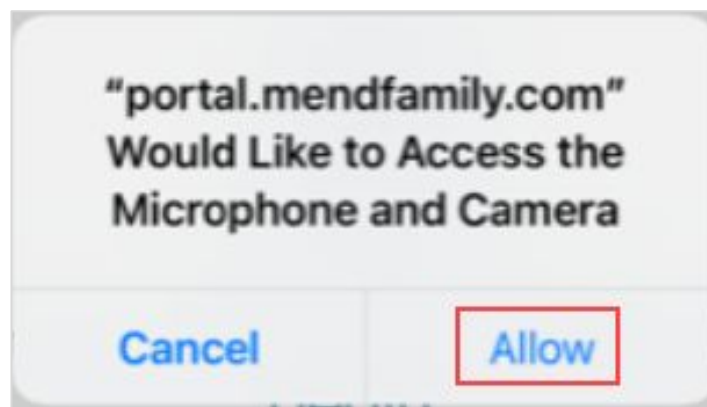
Please enter the Date of Birth as **MM/DD/YYYY.** So, a birthdate of September 25, 1947 would be entered as 09251947

Note: **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**

🔒

Authenticate

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

ENTER YOUR BIRTHDATE (MM/DD/YYYY)

Submit

3 You may get a prompt asking for Mend to use your camera and microphone. Please select **Allow**

"portal.mendfamily.com"
Would Like to Access the
Microphone and Camera

Cancel | Allow

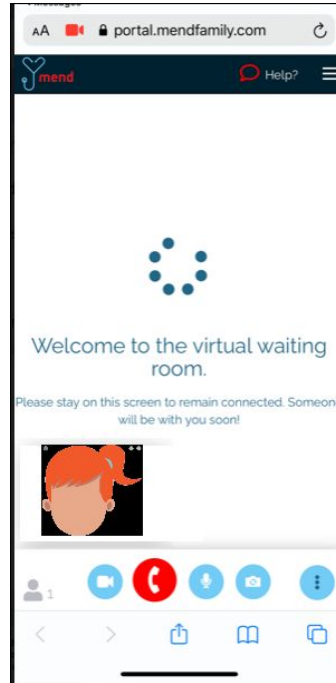*Note*: **Once you are in the visit, you can opt to turn off your camera if you so choose**

Need Help?
Use the 💬 **Tech Support** chat feature within Mend.
Still having trouble? Contact your provider's office for further assistance.

💙 mend | 💬 Tech Support ≡

3 This will connect you into the visit. If your provider has not yet joined, you will be placed in the virtual waiting room

Once your provider joins, you will be able to see them on the device screen

Need Help?

Use the 💬 **Tech Support** chat feature within Mend.
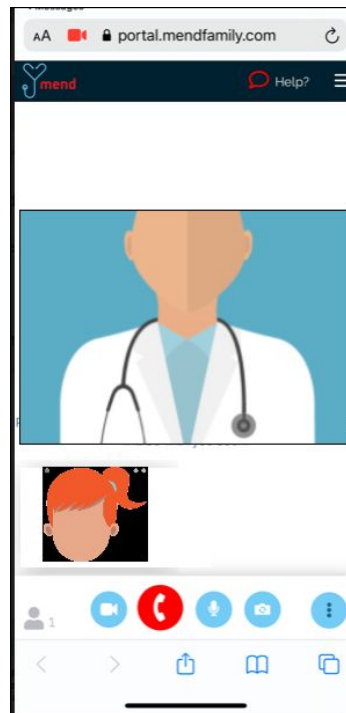Still having trouble? Contact your provider's office for further assistance.
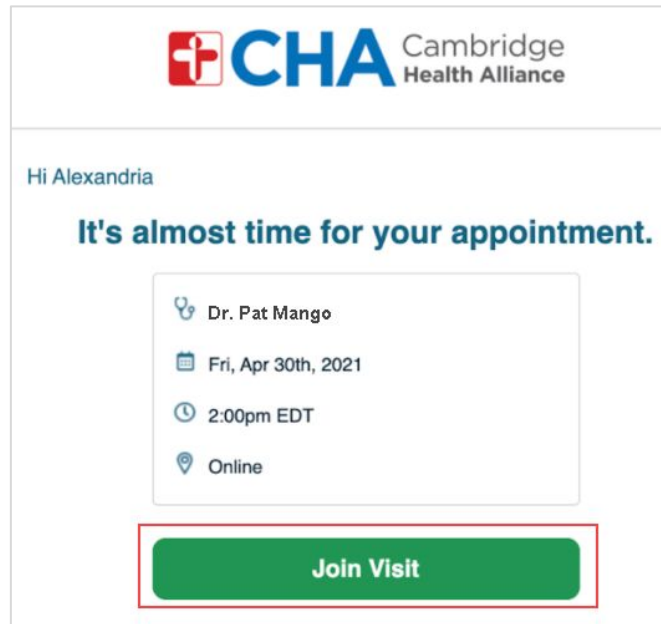
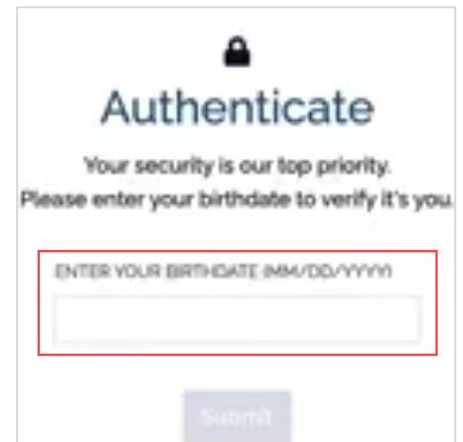# How to Connect With Your Provider for a Video Visit on a Desktop or Laptop Computer

1 Click on the `Join Visit` button in your email

CHA Cambridge Health Alliance

Hi Alexandria

It's almost time for your appointment.

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

Join Visit

2 Provide the information requested by your healthcare organization. You may be prompted to enter your date of birth to confirm your identity and press **Submit**

Please enter the Date of Birth as **MM/DD/YYYY.** So, a birthdate of September 25, 1947 would be entered as 09251947

Note: **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**

🔒

Authenticate

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

ENTER YOUR BIRTHDATE (MM/DD/YYYY)

Submit

Need Help?

Use the 🗨 **Tech Support** chat feature within Mend.
Still having trouble? Contact your provider's office for further assistance.
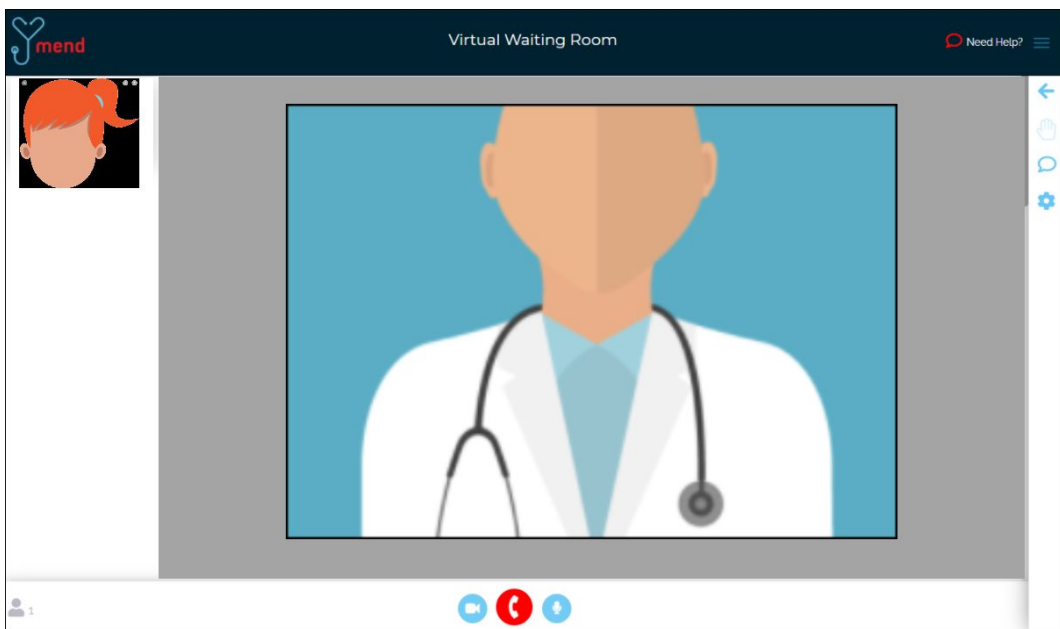
🜲 mend   🗨 Tech Support ≡
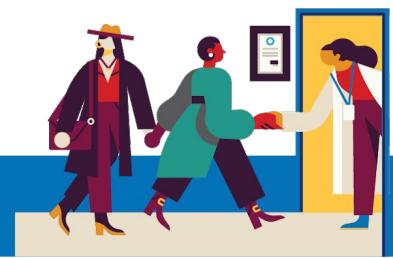
Patient User Guide

3 This will connect you into the visit. If your provider has not yet joined, you will be placed in the virtual waiting room

Once your provider joins, you will be able to see them on the computer screen

Need Help?
Use the [Tech Support icon] **Tech Support** chat feature within Mend.
Still having trouble? Contact your provider's office for further assistance.

Basic Video Visit Functions

End Call

The End Call icon will disconnect you from the Video Visit.

You may re-join the visit any time until the visit has been checked out.

You may also disconnect by returning to the Dashboard or by closing your app or browser window.

Mute Microphone

The Mute Microphone icon will silence the audio coming from your video feed. When enabled, your provider will not be able to hear you

Turn Off Camera

The Turn Off Camera icon will pause your video feed by temporarily turning off your camera
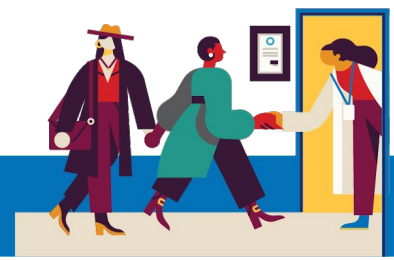
Tech Support

Every screen has a **Tech Support** Button that takes you immediately to a live chat, supported by Mend staff to help.

Need Help?
Use the [icon] **Tech Support** chat feature within Mend.
Still having trouble? Contact your provider's office for further assistance.

Before Your Televisit Appointment

Before your appointment, you'll want to prepare a few things:

- Check your notifications!

    You should received at least one (if not more) notifications by email or SMS text message containing a button or link to join your visit.

- If you received a "Connection Test" link in your email or text message, click this first! This process will test your internet connection, camera, microphone, and speakers on the device you will be using for your visit

    We recommend using a strong Wi-Fi connection, but cellular data can work too

    If you're not sure if your connection meets the requirements, click the **Tech Support** Button at the top of any Mend page to begin a live chat with the Mend support team

- Find a quiet, comfortable place where you can speak with your provider without interference.

    Since Mend is web-based, you can connect from anywhere with a consistent internet connection.

    We recommend picking a private location where you can close a door, like an office or a bedroom.

Need Help?

Use the 💬 **Tech Support** chat feature within Mend.
Still having trouble? Contact your provider's office for further assistance.