



Patient User Guide

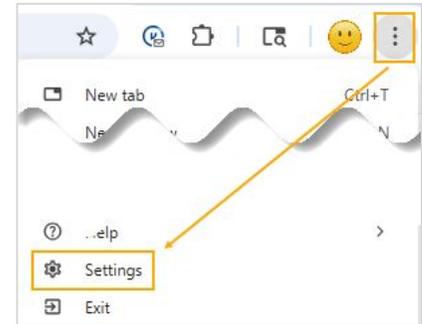
Disability Accommodations for patients when doing a video visit on a computer

Audio Accommodations

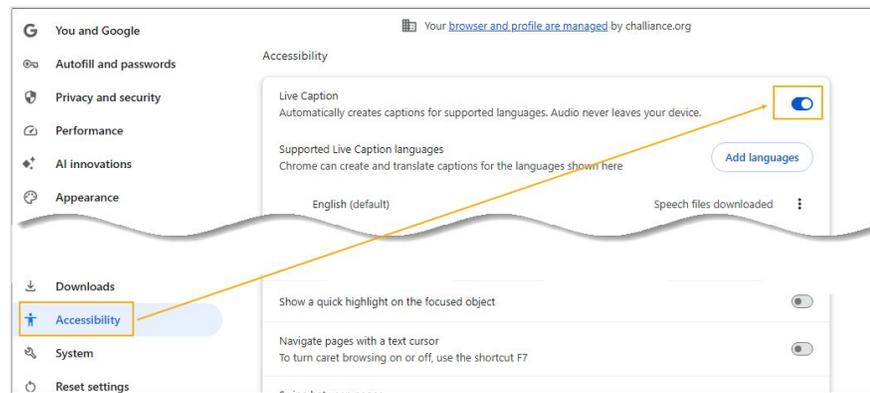
1 Live Captions



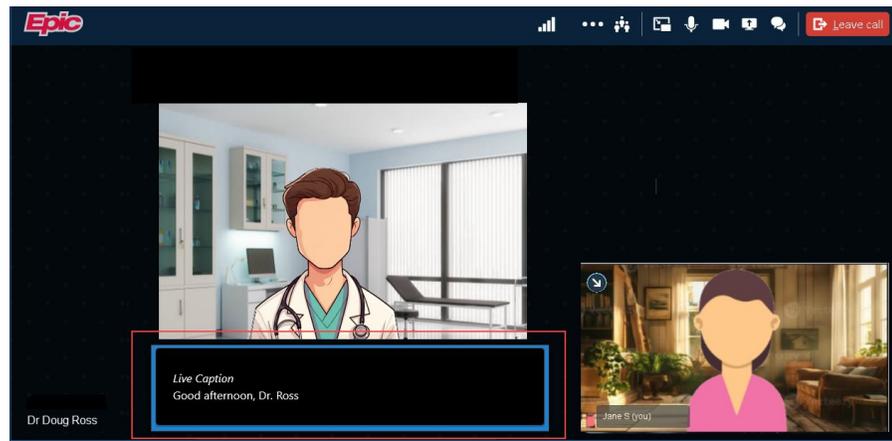
a From the Chrome menu, click on



b From **Accessibility**, turn the **Live Caption** toggle to the **On** position



c Now Live Captions will appear at the bottom of the video visit



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

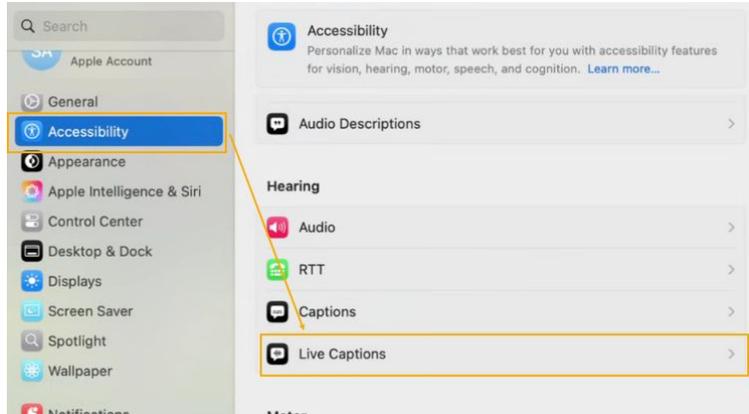
Use our online form: <https://www.challiance.org/help-center/mychart-contact-us-form>



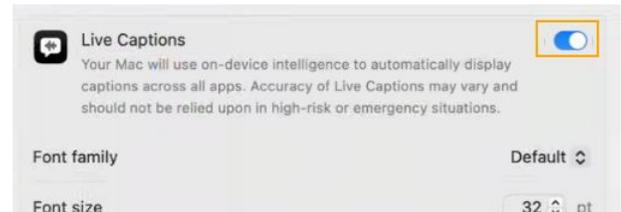
Patient User Guide

  **a** For Apple/iOS devices, double click on the settings application icon 

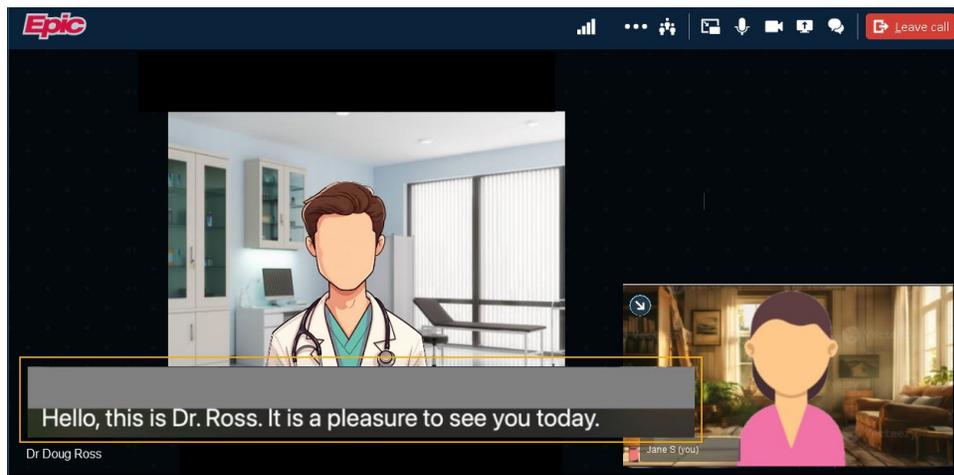
b From **Accessibility**, select **Live Captions**



c Toggle the **Live Captions** button on



d Now Live Captions will across the screen (you are able to move the captions to the top or bottom of your screen if you wish)



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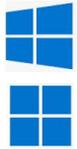
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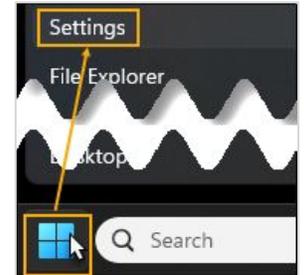


Patient User Guide

To turn on Live Captions for other browsers, you will need to turn them on in your computer settings.



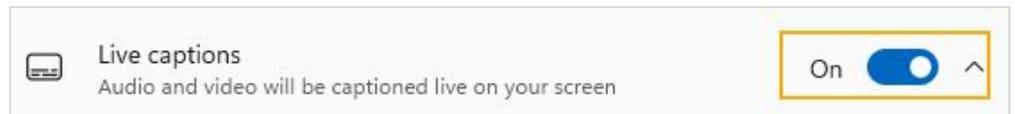
a For Windows devices, right-click on the **Start** menu and select **Settings**



b From **Accessibility**, select **Captions**

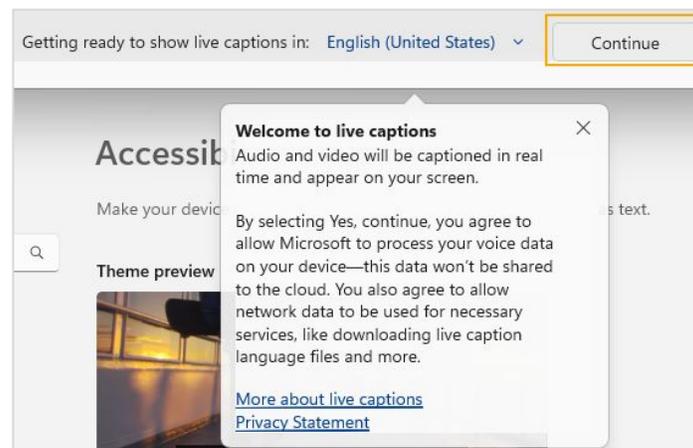


c Toggle on the **Live captions**



**You can also click the Windows logo key  + Ctrl + L to turn Live Captions on*

d The Live Caption bar will now appear across the top of your screen. Follow the prompts and click **Continue** when completed



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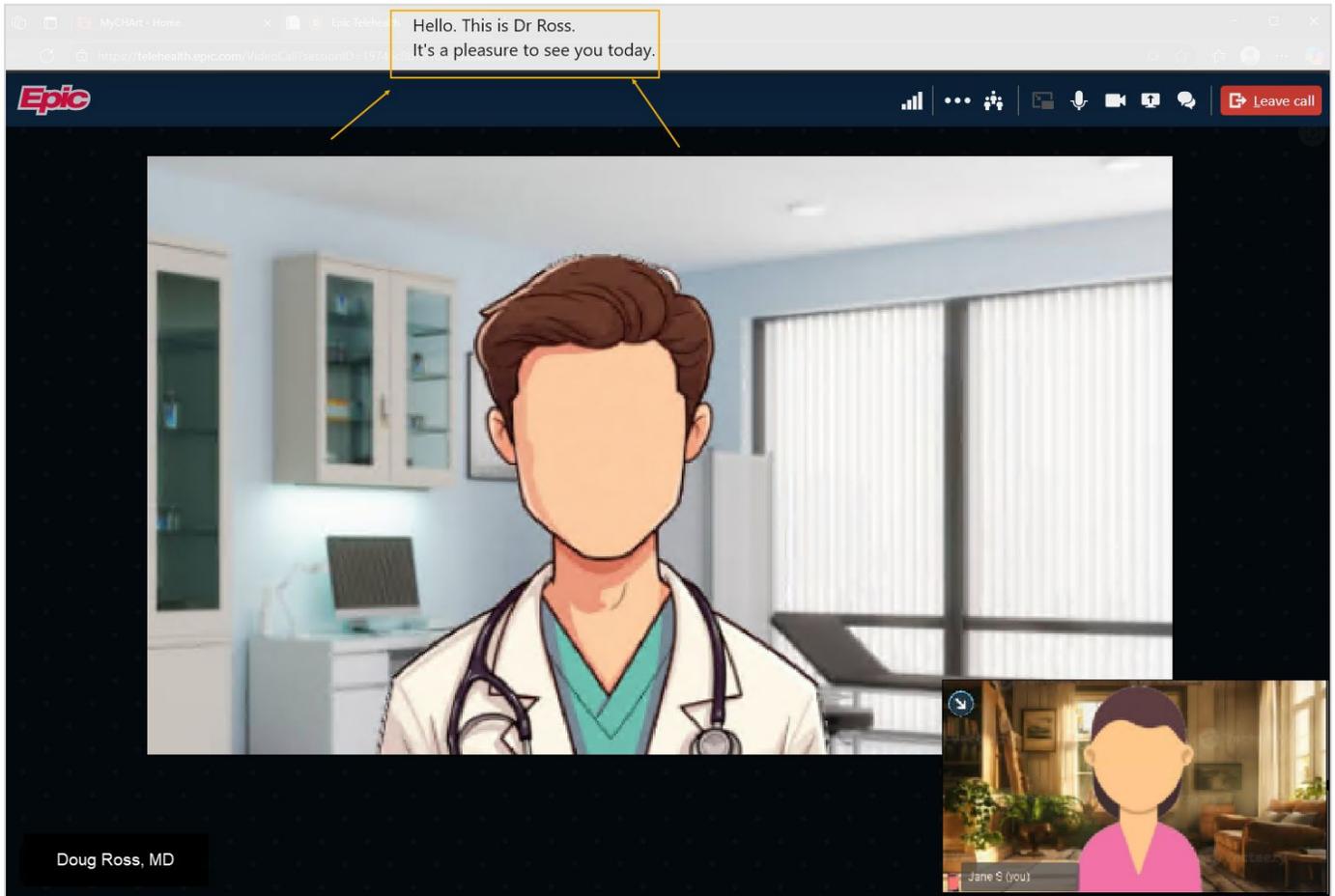
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Patient User Guide

- e The Live Captions will now appear across the top of your screen during your video visit



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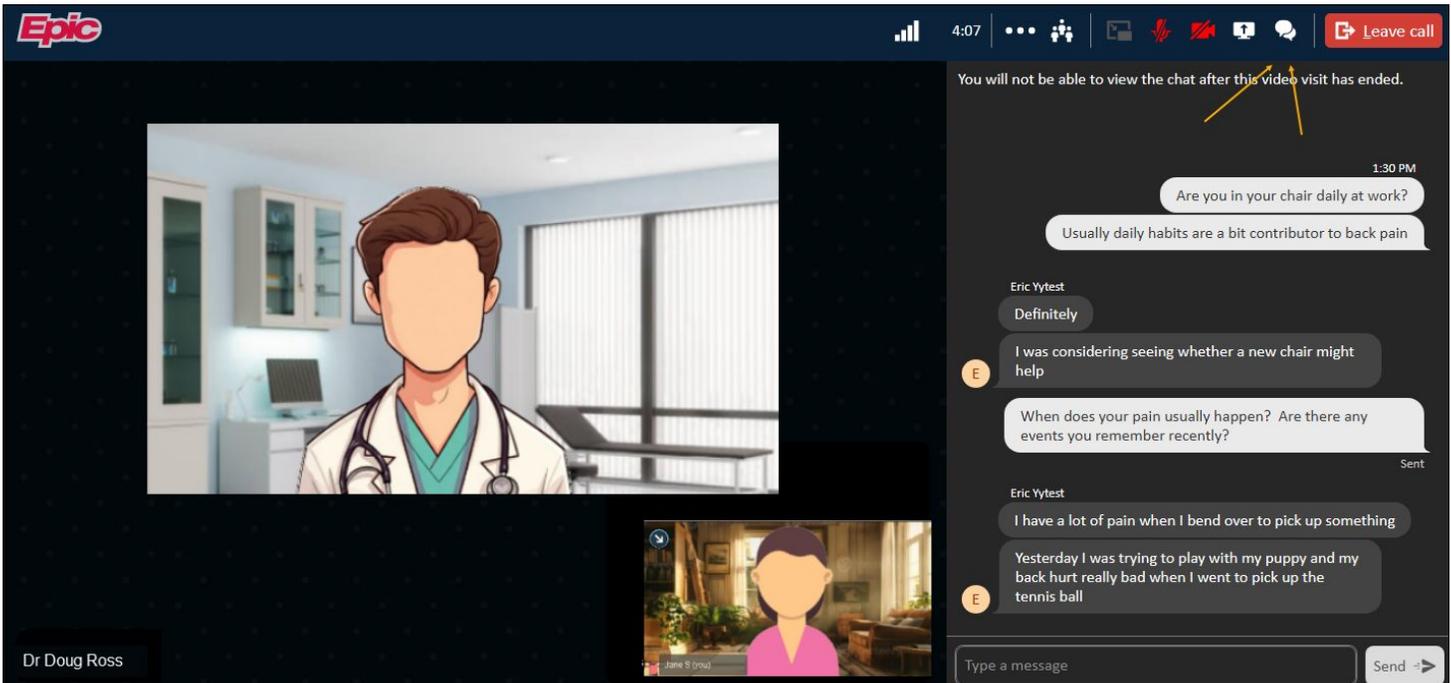
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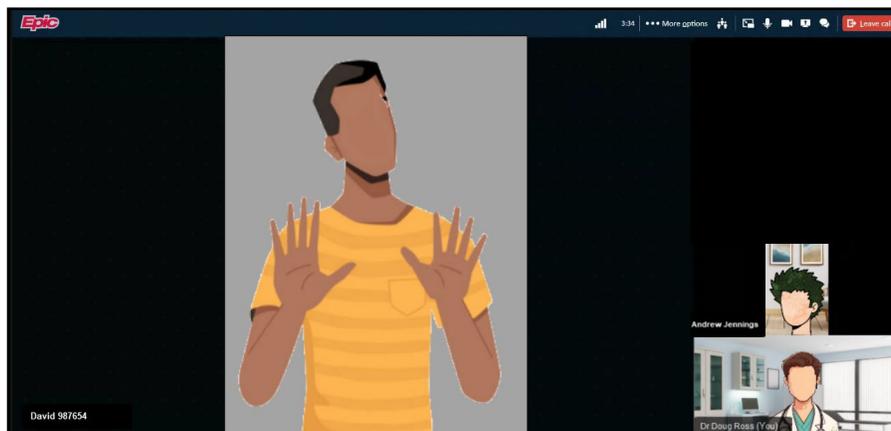
2 Chat Feature within Epic Video Visit

Click on the chat icon  at the top of your video visit to use the text-based chat feature that allows for instant-messaging during the visit.



3 Request an ASL Interpreter

If needed, your provider can get an ASL Interpreter to join the video visit



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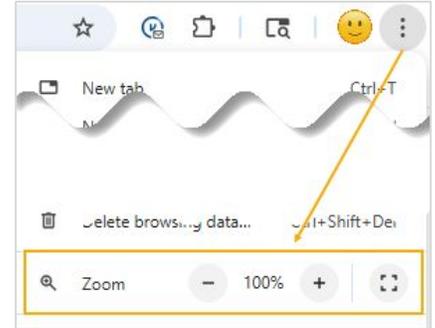
Visual Accommodations

1 Zooming in on the Browser

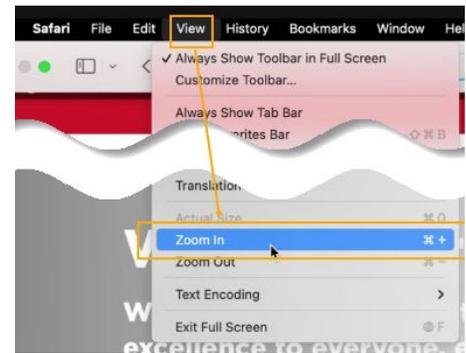


From the browser menu, click on **+** in the **Zoom** option

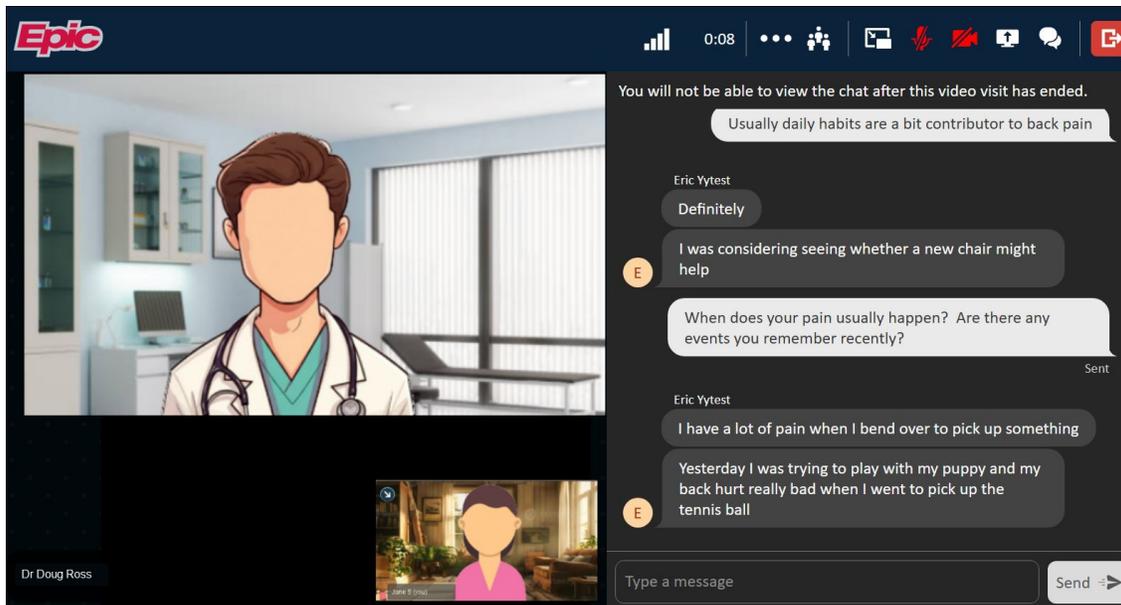
**Epic Video is recommended on Chrome, Edge and Safari browsers*



From Safari, click **View** and select **Zoom in**



b Text on the screen will now appear bigger within the video visit



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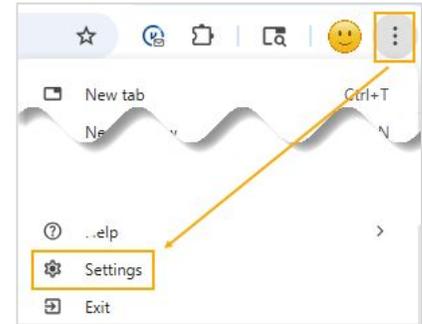
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2 Contrast Display

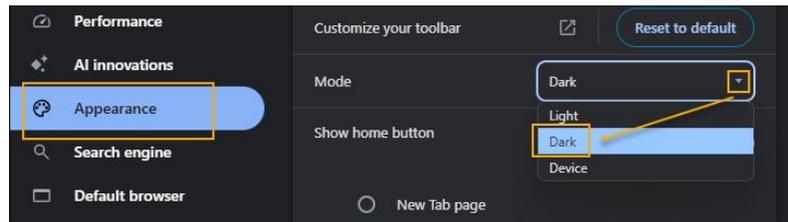
To change the screen to a darker display, please do the following:



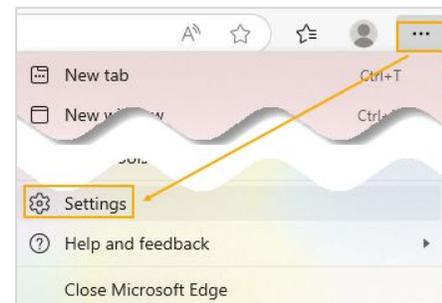
a From the Chrome menu, click on



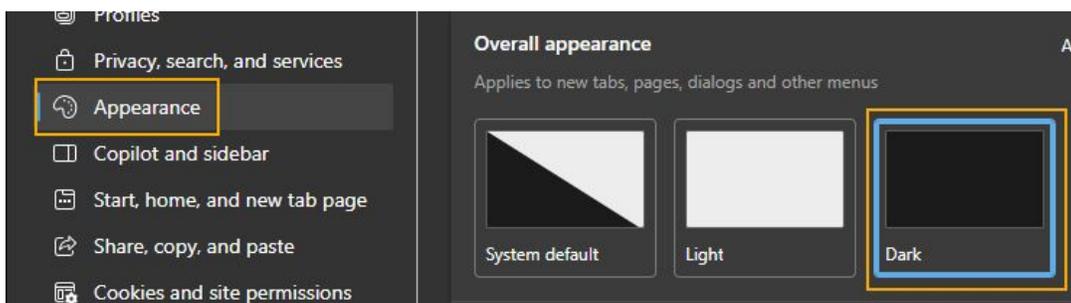
b From the **Appearance** options, change the **Mode** to **Dark**



a From the Edge menu, click on



b From the **Appearance** options, change the **Overall appearance** to **Dark**



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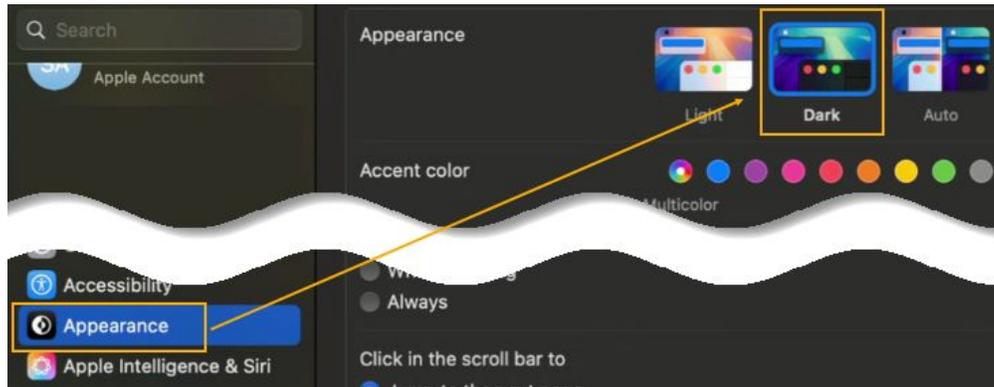
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  **a** For Apple/iOS devices, double click on the settings application icon 

b From **Appearance**, change the **Appearance** to **Dark**



3 Screen Readers

If you have a screen reader on your computer, you will be able to use it during your video visit!

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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.

- Try to join a few minutes early and select to **Test Hardware**. 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 Wifi connection, but cellular data can work too

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

Since Epic 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.

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Device Information

Internet Browser

Epic Video works through an internet browser. Please see the table below for supported browsers

	iOS	Android	Windows	MacOS
Chrome 	Recommended	Recommended	Recommended	Recommended
Edge 	Not supported	Not recommended	Recommended	Recommended
Safari 	Recommended	N/A	N/A	Recommended
Firefox 	Not recommended	Not recommended	Not recommended	Not recommended
Opera 	Not supported	Not recommended	Not recommended	Not recommended
Samsung Internet 	N/A	Not recommended	N/A	N/A

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