



Patient User Guide

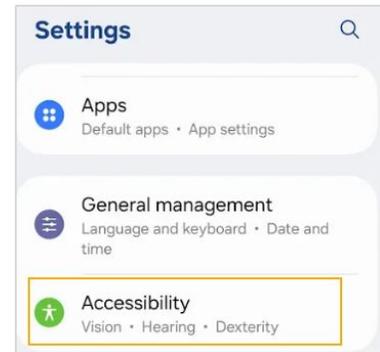
Disability Accommodations for patients when doing a video visit on a mobile device

Audio Accommodations

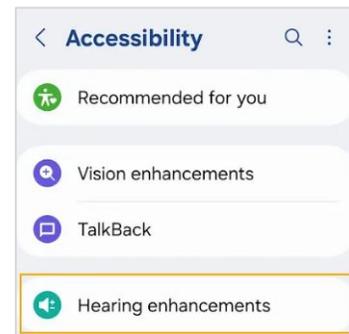
1 Live Captions



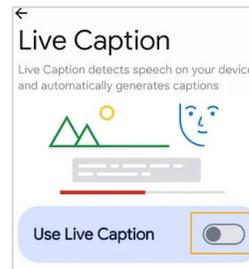
a From an Android device, open **Settings**  and click on **Accessibility**



b Scroll down and tap on **Hearing enhancements**



c Tap on **Live Caption** and then toggle **Use Live Captions** to the **On** position



**This will turn on live captions across all apps*

Need Help?

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

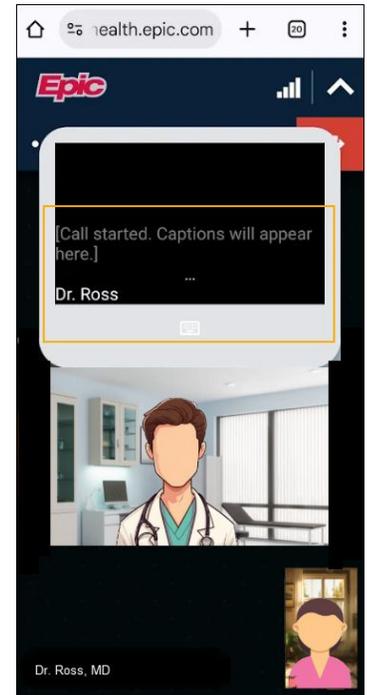
Email us at mycharthelp@challiance.org

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



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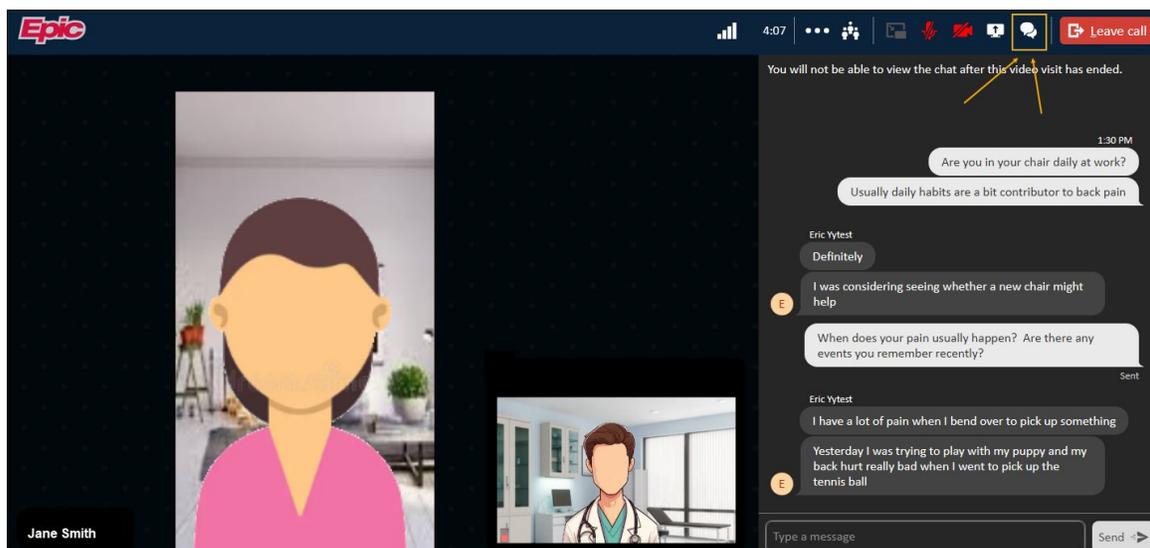
- d** Now live captions will within the video visit. If necessary, you can move the captions around the screen



Please Note: At this time, Live Captions for video visits is not available on an iOS smartphone or tablet

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.



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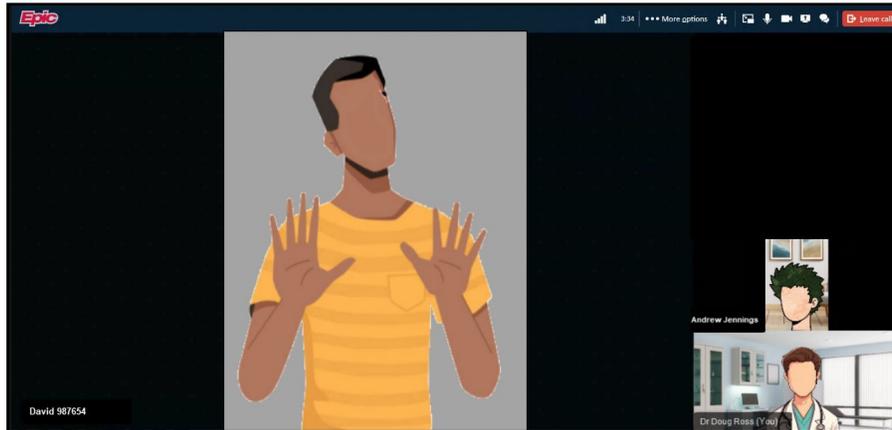
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3 Request an ASL Interpreter

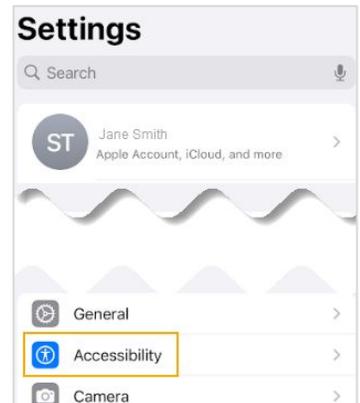
If needed, your provider can get an ASL Interpreter to join the video visit



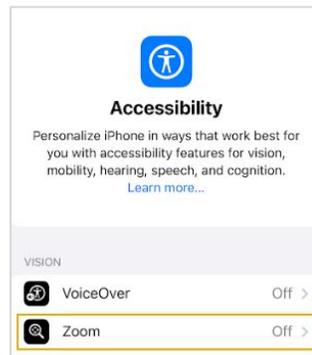
Visual Accommodations

1 Zooming in on the Mobile Device

 **a** From an Apple device, open **Settings**  and click on **Accessibility**



b Scroll down and tap on **Zoom**



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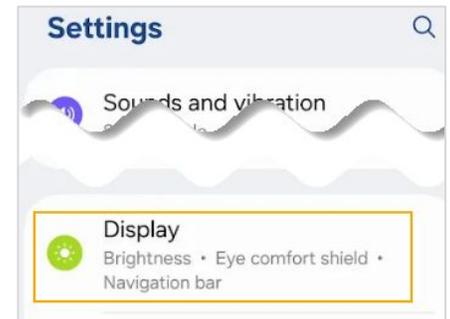
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c Toggle **Zoom** to the **On** position.

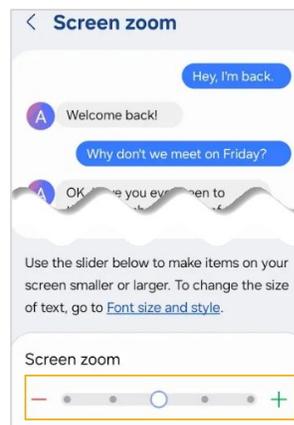
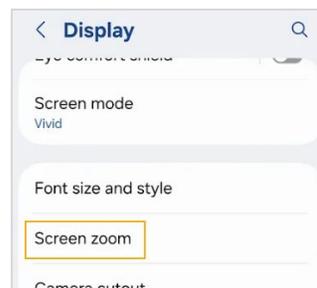
*This will turn on zoom across all apps



a From an Android device, open **Settings**  and click on **Display**



b Scroll down and tap on **Screen Zoom**. Then use the slider at the bottom to zoom in.



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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

MyCHART Application

To ensure that Epic Video works on your mobile device, please ensure that your MyCHART app is on 10.3 at a minimum

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