




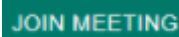
Patient User Guide

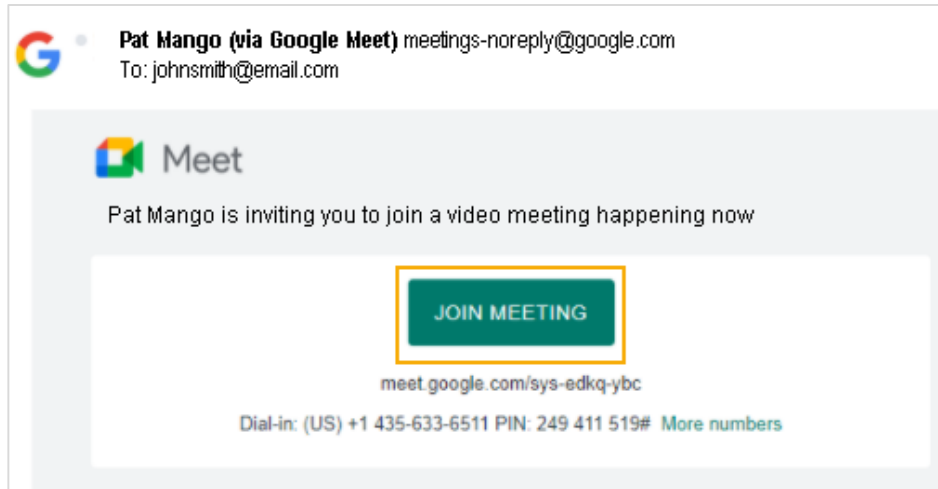
How to Join Your Telehealth Appointment on Your Computer

1  At the time of your Televisit Appointment, you will receive an email from your Provider with the subject: **Happening now: [Your Provider] is inviting you to a video meeting:**

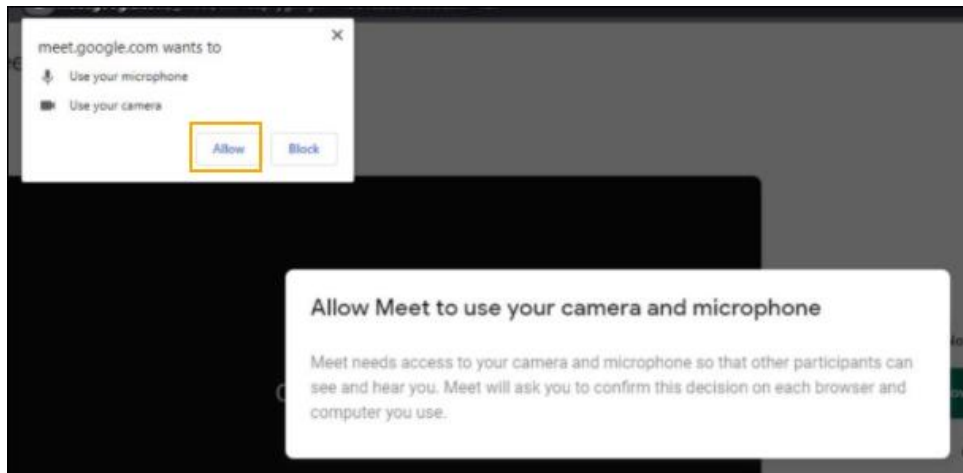
 **Pat Mango (via Google Meet)**  **Happening now: Pat Mango is inviting you to a video meeting...**

If you do not see this message in your Inbox, please check your **SPAM** or **JUNK** folder

2 Click on the message and then select 



3 After selecting **Join Meeting**, you will need to allow access to your camera and microphone



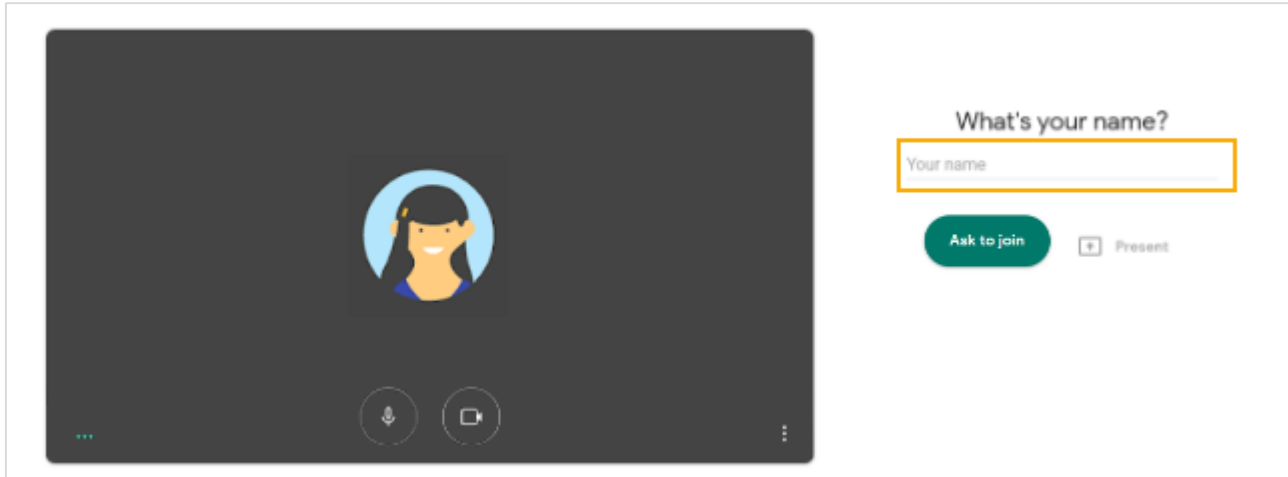
Need Help?

Call Health Information Management (HIM) at (617) 394-7888 from 9:00 AM – 5:00 PM ET Monday - Friday



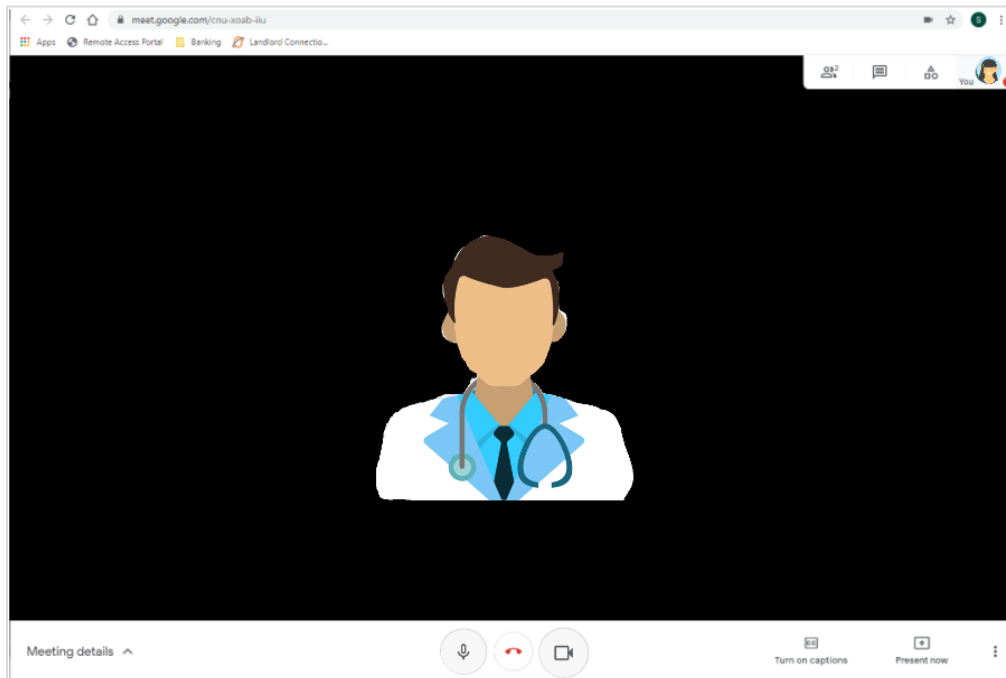
Patient User Guide

4 You may be asked to enter your name. Please enter it and then select **Ask to join**



If you are signed into Google Chrome, you will not need to enter your name but instead will just need to click **Ask to join** For instructions on signing into Google Chrome, please see page 6

5 You will now be in the Meet



Need Help?

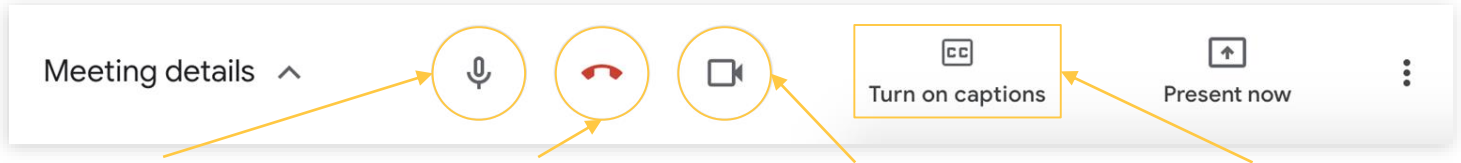
Call Health Information Management (HIM) at (617) 394-7888 from 9:00 AM – 5:00 PM ET Monday - Friday



Patient User Guide

Using Google Meets

1 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.

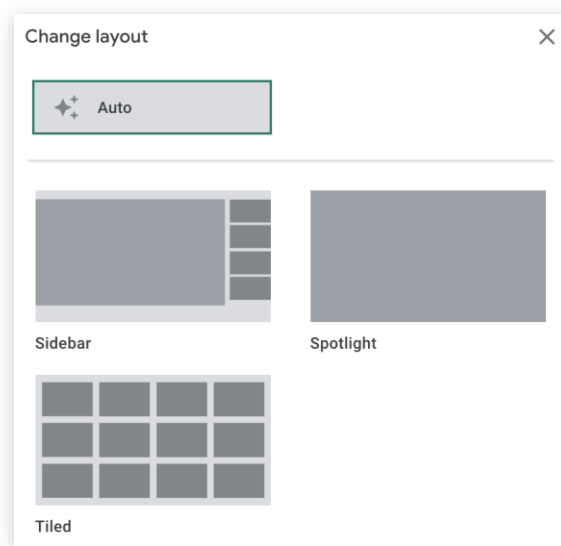
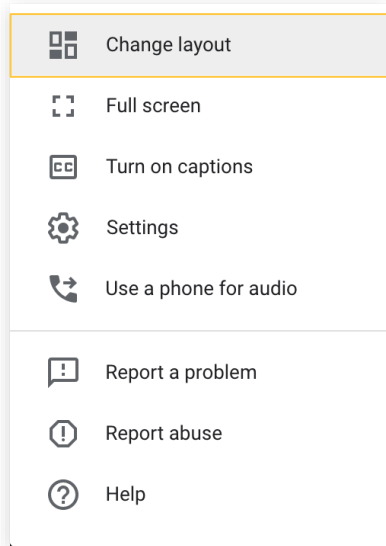
Turn off/on camera

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

Turn on captions

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

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



Need Help?


Call Health Information Management (HIM) at (617) 394-7888 from 9:00 AM – 5:00 PM ET Monday - Friday

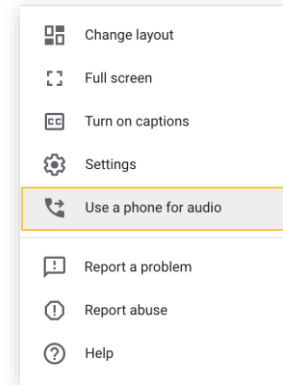



Patient User Guide

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:

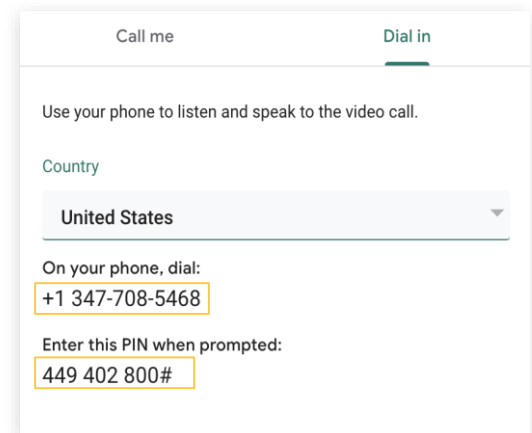
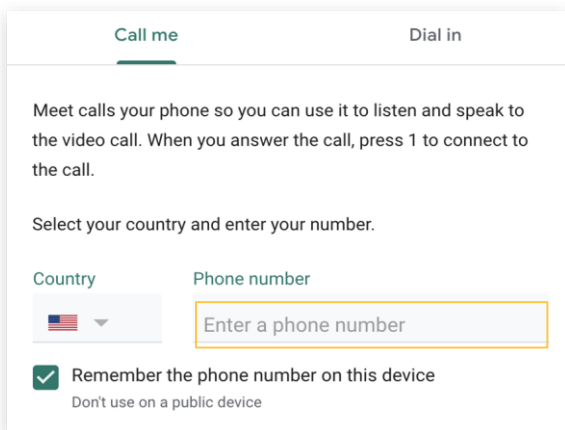
- a** Enter your phone number (US and Canada only)
- b** Click **Call me** in the lower right corner to dial your number
- c** After you answer the phone, press '1' on your phone's dial pad to connect your audio to the visit

3 

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

- a** Dial the number listed from your phone
- b** 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.



Need Help?


Call Health Information Management (HIM) at (617) 394-7888 from 9:00 AM – 5:00 PM ET Monday - Friday






Patient User Guide

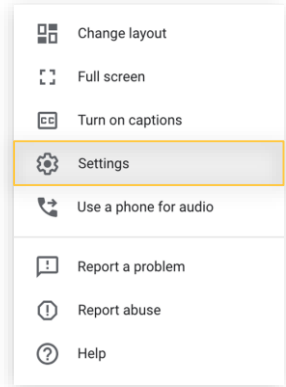
What to do if you are having trouble with your video

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

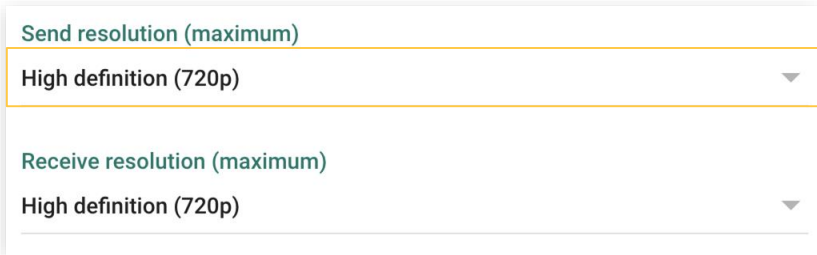
1 In the white menu bar, click on the  icon in the lower right corner

2 Select  Settings from the list

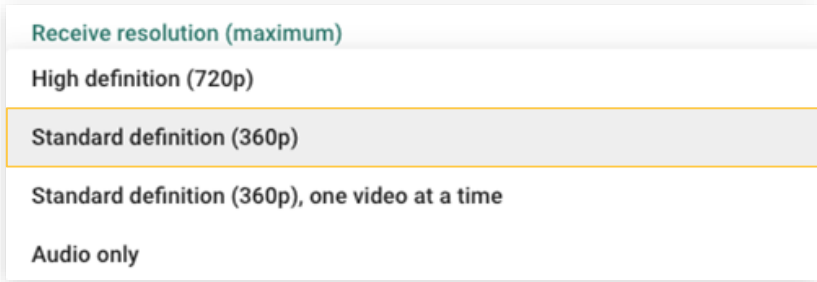
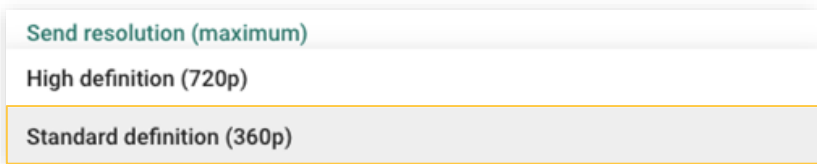
3 Click **Video**  Audio  Video



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



Click on High Definition then change the setting to Standard Definition



Need Help?

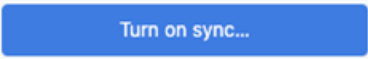
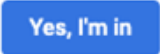
Call Health Information Management (HIM) at (617) 394-7888 from 9:00 AM – 5:00 PM ET Monday - Friday

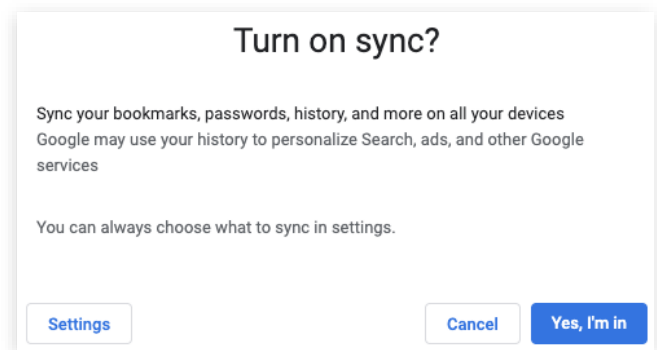
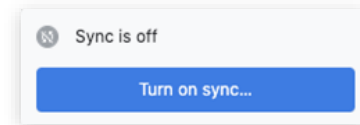
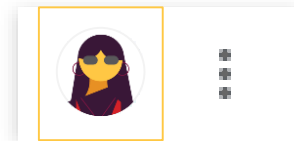
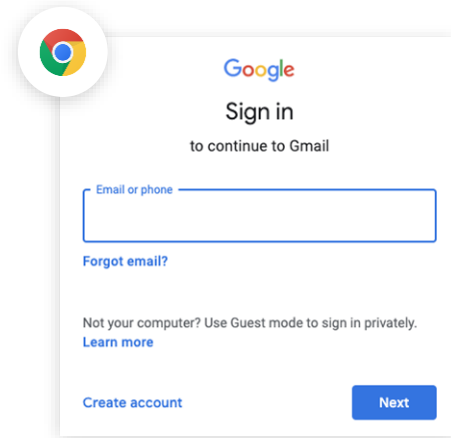


Patient User Guide

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  button
- 4 When prompted, click 



Need Help?

Call Health Information Management (HIM) at (617) 394-7888 from 9:00 AM – 5:00 PM ET Monday - Friday