

**Virtual Visit Program**

Dear Patient,

We would like to introduce you to the Brigham Health Virtual Visit Program. We are offering virtual video visits to improve the convenience and quality of care to our patients and minimize the barriers posed by travel and time commitments. The visits will be conducted via a videoconferencing connection (tablets, computers, or smartphones for patients) that has been designed to protect your privacy.

Virtual appointments with your provider are intended to feel like a natural progression in your care, and function to allow consistent face-to-face communication to become a reality. They are meant to augment in-person visits, and you and your provider should discuss how you would like to approach your follow-up care for the best mix of visit types. The program is an opportunity to access care beyond geographic boundaries, enhance the interactions with your provider, and promote better health outcomes by providing the appropriate care in the comfort and flexibility of your desired location.

**What You Will Need:**

- Reliable internet access (not possible with dial-up internet)
- **PC:** Windows 7 or later with webcam
- **Mac:** OS X Yosemite (v10.10) or later with webcam
- **Tablets:** iPad (iOS 8.1 or later), Android (4.1 or later)
- **Mobile Phones:** iPhone (iOS 8.1 or later), Android (4.1 or later)
- A private, quiet location that is free from unnecessary distractions. Please consider, especially if videoconferencing from a workplace, that you should reserve a confidential space for your visit.

**Tips & Other Important Information:**

- It is recommended to use a tablet and/or laptop. While use of smartphones is possible, a phone can make teleconferencing visibly difficult for you and your provider, and makes it more challenging for your provider to share his/her screen for you to view documents.
- You should conduct your virtual visit from within the state of Massachusetts. Visits may be subject to co-payment, deductible, and co-insurance based on your insurance benefits plan. The Service Agreement & Notice of Coverage will provide additional details.
- Please help us improve your care experience by providing feedback in the survey at the end of your virtual visit!

**I'm interested. How can I participate?**

<p><b>Contact the Practice to Schedule Your Virtual Visit</b></p>	<ul style="list-style-type: none"> <li>• Contact appropriate administrative assistant to schedule your appointment and/or answer questions concerning the virtual visit</li> </ul>
<p><b>Sign Documentation &amp; Return it to the Practice</b></p>	<ul style="list-style-type: none"> <li>• Patient Consent Form</li> <li>• Service Agreement and Notice of Coverage Form</li> </ul>
<p><b>Complete the Patient Certification Process Prior to Your First Virtual Visit</b></p>	<ul style="list-style-type: none"> <li>• To set up a test call to assist with software download and test videoconferencing connection prior to the first virtual visit appointment, please contact the Brigham Virtual CareTeam.</li> <li>• PHONE: 617-582-1270   EMAIL: <a href="mailto:BrighamVirtualCare@partners.org">BrighamVirtualCare@partners.org</a></li> </ul>