

## Visitor instructions: How to start a video call with friends and family in the hospital

These instructions review how to connect to a virtual meeting with a patient at a Mass General Brigham hospital.

You will receive an email invitation to attend the virtual meeting and can opt-in to receive a text message invitation. You will need a computer, smartphone, or tablet with Zoom installed to connect to the virtual meeting but do not need a Zoom account. Click here to open the Zoom Download Center.

## Connect to a virtual meeting

- 1. The invitation sent to you indicates the virtual meeting date and time. Click the first link in the invitation no more than five minutes before the virtual meeting start time.
  - If you experience any issues with the first link, click the second link that appears and enter the meeting code on the Patient Connect webpage.
- 2. The **Welcome to Patient Connect** webpage will open on your device. Click **Join Meeting**.
  - Enter the meeting code found in your invite if it does not display on this webpage.
  - An early arrival message displays if you attempt to join more than five minutes before the scheduled meeting.
- 3. Zoom opens on your device, and you enter the virtual waiting room. Wait here until you are admitted into the Zoom meeting room.
- 4. To leave the virtual meeting, click Leave and then click Leave Meeting.

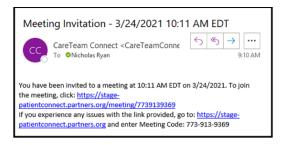
## Additional information

- You will receive a notification if the virtual meeting is rescheduled or canceled.
- You can join a virtual meeting on a device that did not receive the invitation by navigating to <u>www.patientconnect.partners.org</u> and entering the meeting code found in your invite.

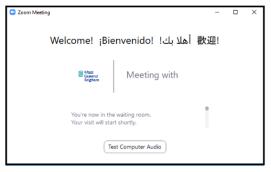
## Important: If you are using a mobile phone

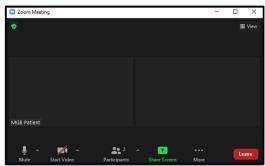
You must consent to receive text messages before the iPad can send an invite to your mobile phone.

Text "Enroll PC" to 57547 to provide consent.









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