

Virtual visits uses live videoconference technology to connect you to your clinician through Zoom software. Once your virtual visit has been scheduled, follow these steps to access your appointment.

## Prepare for your visit

### Download the Zoom software to your device



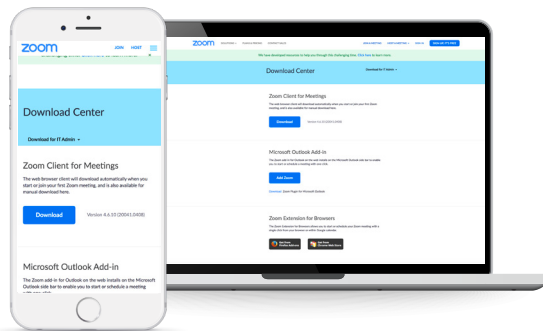
**Note: Although downloading the Zoom software to your device will give you the best experience, it is not required**

Once your appointment has been scheduled, you'll receive an email from Boston Children's Hospital with a Zoom link. You will use this link to access your virtual appointment.

To install Zoom on your computer, please follow the link: [zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting)

- For desktop and laptop computers, install "Zoom client for meetings."
- For mobile devices and tablets (Apple and Android), install "Zoom mobile apps."

Follow the prompts to download the software application. Once the download is complete, open and run the application, or if prompted, click "Launch Application."



### How to Invite a family member to your virtual visit

If you would like a family member or another guest to join the visit from a separate device, simply forward them the Zoom invite. You can also click the "invite" icon when the virtual visit has been launched.

## On the day of your visit

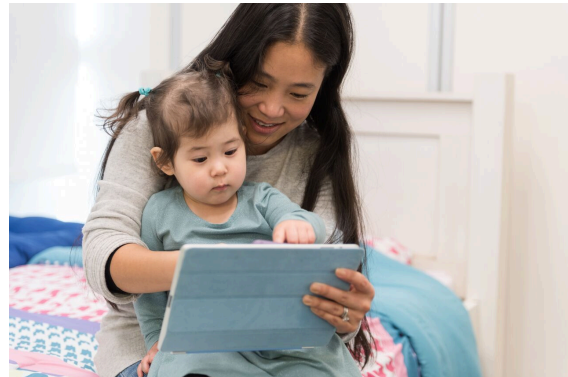
**You will receive a link to your Zoom virtual visit via email on the day of your appointment.**

### Make sure your device is working properly

- Be sure to check your Wi-Fi source. Make sure the network is private, secure, and connected. You should not use a public network.
- If using a laptop, iPad, or mobile phone for the virtual visit, be sure that it is charged with enough battery for the appointment. This avoids any issues connecting during the appointment.
- Make sure your volume is at a level you can hear and that your camera is on.

### Joining your visit from your email

- Click the link following "Join from your computer or mobile device" in your Zoom meeting invite email. A new browser window will launch and the visit will start. You should keep this window open until your provider picks up your call.



- You will be placed in a virtual waiting room while your clinician prepares for the visit. When your clinician joins, your virtual visit will begin.

### Consenting to your virtual visit

If you did not receive telemedicine consent information in your visit invite, please inform your provider during your virtual visit that you need to complete a verbal consent for your virtual visit.

### At the end of your virtual visit

The clinician will end the visit and provide next steps for your care.

## Troubleshooting and frequently asked questions

### I can't hear my provider

- Check that the device's volume is unmuted and at an appropriate level.
- If this does not work, close out of the software and re-launch to refresh the program.

### I can't see my provider

- Make sure the provider has joined the meeting.
- Check that your camera is turned on, unblocked, and pointed at you.
- If this does not work, close out of the software and re-launch to refresh the program.

### I can't speak to my provider

- Make sure the provider has joined the meeting.
- Check to see if your microphone is on and functioning.
- Test your speaker and video from the meeting.
- If this does not work, close out of the software and re-launch to refresh the program.

### I can't connect to my provider

- Make sure you are either on a private Wi-Fi source or disconnected from Wi-Fi if you are on a mobile device. You should not use a public Wi-Fi source, as it can lessen the effectiveness of the program.
- After your change in Wi-Fi source/connection, try to close out of the application and re-launch to refresh the program.
- If this does not resolve the issue, uninstall and reinstall the software (directions on this page).
- If you still have a problem, please call the patient support line at 617-919-4390.

### I can't find my appointment confirmation email

- Search your inbox with the keyword "Zoom" or "bostonchildrens.zoom". The appointment confirmation email will have "Zoom" in the email body and "bostonchildrens.zoom" in the meeting link. Also check your email's spam folder.
- If you can't find your Zoom meeting invite email, please contact your provider's office to receive a new email.

### My meeting ID does not work properly

- As it is a long code, be sure to copy and paste every character into the meeting ID box on the homepage.
- If your meeting ID does not work, please contact your provider's office to receive a new meeting ID.

### How do I schedule/reschedule/cancel my virtual visit?

All appointment creations, changes, or cancellations must go through the scheduling staff of your provider's department. If you want a visit created, changed, or cancelled, please contact your provider's office.



### Getting help

Get [tips and answers to frequently asked questions](#).

For technical support, please call the patient support line at 617-919-4390.