

Tools for your hospital stay: How to start a video call with your friends and family


Use a Mass General Brigham iPad to connect virtually with visitors, such as your family and friends. The iPad lets you start a virtual meeting now or schedule one in the future. You can also ask a member of your care team to schedule a visit for you.

Each visitor receives an email and can opt-in to receive a text message with instructions on how to connect using a smartphone, tablet, or computer. The visitor will need Zoom installed on their device but does not need a Zoom account.

Start a virtual meeting

Follow these steps to invite a visitor(s) to join an unscheduled virtual meeting.

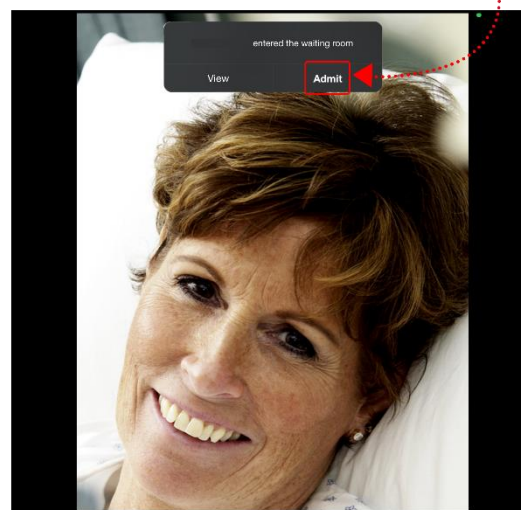
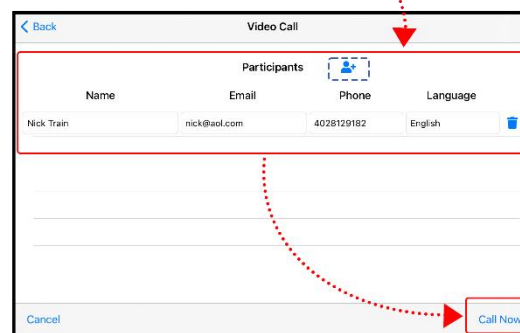
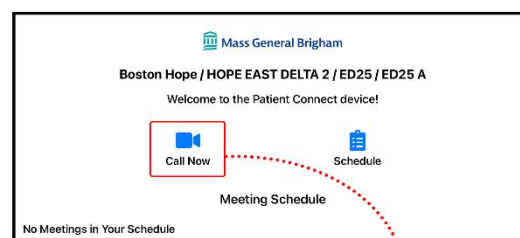
1. On the iPad, tap the **Call Now** button.
2. Enter the visitor's name and either their email, mobile phone (see mobile phone section below) or both. You can also change the language of the invitation to Spanish.

Tap on the person icon  to invite additional visitors.
3. Tap **Call Now** to send an invite to the email or text message to the mobile phone number entered.
4. Zoom opens on the iPad, and a notification appears when a visitor attempts to join the meeting. Tap **Admit** to admit the visitor into the Zoom meeting.

Tip: If your visitor is using a mobile phone

Visitors must consent to receive text messages before the iPad sends an invite to their mobile phone.

Instruct your visitor to text "**Enroll PC**" to **57547** to provide consent.



Schedule a virtual meeting

Follow these steps to schedule a virtual meeting with a visitor(s).

1. On the iPad, tap the **Schedule** button.
2. Select a date and time. The current date displays by default, and you can tap the right arrow to change it. Select a time in 15-minute increments. Select two timeslots to schedule a 30-minute meeting.
3. Enter the visitor's name and either their email, mobile phone (see mobile phone section above) or both. You can also change the language of the invitation to Spanish.




Tap on the person icon  to invite additional visitors.

4. Tap **Schedule** to send an invite to the email or text message to the mobile phone number entered.

You will return to the Patient Connect home screen, and the date and time of the meeting appears.

Start a scheduled virtual meeting

Follow these steps to start a virtual meeting scheduled by you or a member of your care team.

1. Locate the scheduled meeting on the Patient Connect home screen and then tap the camera icon .
 - Tap the pencil icon  to manage the meeting time and visitors.
 - Tap the trashcan icon  to cancel a meeting you scheduled.
2. Zoom opens on the iPad, and a notification appears when a visitor attempts to join the meeting. Tap **Admit** to admit the visitor into the Zoom meeting.

If a care team member helps you with the virtual meeting, they will admit visitors into the Zoom meeting for you.

End a virtual meeting

1. Tap on the iPad screen and then tap the **End** button.
2. Tap **End Meeting for All**. Tap **Leave Meeting** if it is the only option.

➔**Disclaimer:** *The Patient Connect program allows you to schedule video visits with your loved ones. If you are interested in participating, you agree to allow us to send an email or text message to your invited guest(s) so we can help you schedule a virtual meeting. The email or text message will not contain personally identifiable information. You acknowledge that texting is not secure and visitors who opt to receive a meeting invitation via text message must provide prior consent.*

