

Virtual Visits

Brigham Urogynecology Group strives to provide you with easy access to excellent care. Virtual Visits are one-on-one video appointments with your healthcare provider. These visits allow you to get medical care and guidance from the comfort of your own home. Whether it's a follow-up appointment or a first-time consultation about a procedure or surgery, our physicians and physician assistants are here to help you stay connected to care.

Virtual Visits are conducted through a video conference platform on [Patient Gateway](#) or Zoom. However, not all appointments can be conducted virtually. Your healthcare provider and care team will determine whether a Virtual Visit is appropriate for you or whether you need to schedule an in-person visit.

Virtual Visit Setup

Please complete the steps below before your Virtual Visit appointment with your provider.

Step 1

Schedule your Virtual Visit. If you do not have an appointment scheduled at this time, you must request to schedule a Virtual Visit by contacting our office at 617-732-4838, option #1.

Step 2

If you do not already have a Patient Gateway account, [enroll in Mass General Brigham Patient Gateway](#).

Please contact Mass General Brigham Patient Gateway support at 1-800-745-9683 if you have any questions.

Step 3

Review and sign the consent for treatment and notice of coverage. Please note this must be signed before your appointment so your provider can conduct a virtual visit with you.

https://www.brighamandwomens.org/virtual-care/virtual-visit-setup?_ga=2.128203406.367322648.1595526806521293786.1595526806&_gac=1.205152676.1595526806.EAlalQobChMljZH-wfjj6glVywilCR32PgHVEAAYASAAEqJdFfD_BwE

Step 4 – Setting up Zoom (required for Patient Gateway virtual visits and Zoom visits)

Download and install the 'Zoom Cloud Meeting' video application, then setup and test your device.

- **Computer:** Please [download the Zoom App](#) to your computer.
- **Mobile/Tablet:** View our [Zoom Mobile Setup Guide](#).
- Prior to your visit, [please ensure your pop up blockers are disabled](#).
- You do not need to create a Zoom account.
- Visit the [Zoom test website](#) to make sure audio and video work well on your device.
- Call **617-582-4714** for further technical assistance.

Virtual Visit Setup Using Patient Gateway

Log into Patient Gateway. If you plan to use a **mobile device or tablet** for your Virtual Visit, download the Mass General Brigham Patient Gateway app and log in. If you plan to use a **Windows or Mac computer**, please visit patientgateway.massgeneralbrigham.org and login.

Access your virtual visit appointment on Patient Gateway. Follow the instructions below.

Please log into Patient Gateway to access your virtual visit using the directions below at least **5-10 minutes** before your scheduled appointment.

- **How to Launch a Virtual Visit Using a Desktop Computer (Mac or Windows):**
 - Log in to the Partners Patient Gateway website on Safari, Google Chrome, or Firefox. Log in to Patient Gateway with your username and password.
 - Click on the **'Visits'** button and then **'Appointments & Visits'** button on the top menu bar.
 - Look for your Virtual Visit Appointment scheduled for the specific date and time. Click on the **'Details'** button to open the appointment and then click the orange **'Begin Virtual Visit'** button.
 - If you haven't already, you will be directed to download the video communication software **Zoom** to your desktop computer. (When prompted, select **'run'** to begin installing.)
 - Once completed, you will be brought to the Virtual Waiting Room. From here you should wait until your provider initiates the video with you through the app. When the video begins, you will be asked to click **'Join with Computer Audio'** to start.
- **How to Launch a Virtual Visit Using a Mobile Device (iPhone/iPad or Android phone/tablet):**
 - Open your **'Partners Patient Gateway'** app. Log into Patient Gateway with your username and password.

- Click on the '**Appointments**' button and look for your Virtual Visit Appointment scheduled for the specific date and time. Click on the appointment to open it and then click the orange '**Begin Visit**' button.
 - NOTE: If the Zoom application does not load, select '**ok**' and the '**download app**' screen will appear. Download the Zoom app from the Apple Store or Google Play Store. Once that is downloaded go back to your '**Patient Gateway**' app and select '**Begin Visit**'.
- It may ask if you want to open this out of Partners Patient Gateway to launch the video visit. If so, click '**continue**' and '**confirm**'. This should bring you to the Virtual Waiting Room. From here you should wait until your provider initiates the video with you through the app.

If you have any questions or concerns, you can call the Patient Gateway Support line at 1-800-745-9683 or email BrighamVirtualCare@partners.org.

Additional Virtual Visit Resources

<https://www.brighamandwomens.org/virtual-care/virtual-visits>

In addition, if you are not interested in signing up for Patient Gateway, but still wish to have a virtual visit with your provider, a visit may be conducted using Zoom.

Please let us know if you would prefer one of these alternative options, and we will give you instructions when scheduling.

Please call Brigham Urogynecology Group at (617) 732-4838, Option #1, to schedule a visit.