**Before you begin**

**Q. What is a Virtual Visit?**

A Virtual Visit is similar to what would happen at your doctor or clinician’s office. You will have a scheduled appointment time, and can use your desktop computer or mobile device to communicate with a clinician using video and audio – similar to FaceTime® or What’s App®.

Your clinician will have access to your medical history, if you are an existing patient. If you are a new patient, they will record this information into your new medical record with this clinician. This is separate from the Virtual Visit app/website that you will use.

You will discuss your medical issues over this encrypted and private connection, and your clinician can order additional tests, send prescriptions to your pharmacy, refer you to a specialist, set follow-up appointments, or provide you with recommended treatments.

**Q. Which doctors or clinicians can I see using a Virtual Visit?**
All Health Quest Medical Practice, Western Connecticut Medical Group and Heart Center offices now offer Virtual Visits.

**Q. Are pediatric appointments available?**
Yes. Please call the office to assist you with scheduling the appointment.

**Q. Can I use the same email address for more than one person?**
No. Each person/patient requires their own unique email address to be registered for a Nuvance Health Virtual Visit.

**Q. What do I need to have a Virtual Visit?**
A quiet place to have a private conversation, and either 1) a computer with a reliable internet connection, working camera/speaker/microphone, and the rights to download and install browser plug-in software or 2) a smartphone or tablet with a camera/speaker/microphone and the ability to download and update apps from the Google or Apple app stores.

**Q. Who can help me set up my camera, speaker and microphone?**
Please contact a friend or family member. If this is not an available option, search on YouTube or Google (e.g.: telehealth computer test camera microphone) or call your local computer repair shop (e.g.: Geek Squad, Staples, etc.).

**Q. Whom should I contact if I need technical support before my Virtual Visit?**
Please call the Virtual Visits (HealtheConnect) help desk at (833) 433-5918 if you have any technical difficulties in accessing the app or website.

**Q. How much do these visits cost?**
That depends on your health insurance plan and the type of visit. Most insurance plans do cover Virtual Visits. Sometimes, these visits are also known as telemedicine or telehealth. Please call your insurance company or medical practice with specific questions on your specific insurance plan and coverage.

**Q. Is this service secure? Should I enter my medical information in the Virtual Visit website or app?**
Yes, it is secure. All text, video and audio is HIPAA-compliant, encrypted and secure from prying eyes and ears.

You do not need to type any personal health information into this service. Your clinician and their staff will access and update your electronic medical record – which is separate from the Virtual Visit system - in the same fashion as an in-person visit in compliance with HIPAA and state regulations.
Q. Can I get a new prescription via my Virtual Visits if needed?
Yes, most new medications may be prescribed if your doctor or clinician believes it is appropriate. Prescriptions can be sent to the pharmacy of your choice. Please note that controlled substances have certain exclusions under the law; it is best to contact the office with any questions.

Q. Can I invite a family member to join my Virtual Visit?
Yes! With the "Add a guest" feature, you can add a family member or caregiver to your Virtual Visit, as long as they launch the application in advance. To invite a family member or caregiver, enter their email address when logging in to the "Get Started" section. They will receive an email invitation to join.

Step 1: Call your doctor or clinician’s office to schedule a Virtual Visit

Your visit starts with a call to your doctor's office to schedule an appointment for a Virtual Visit.

After your appointment is scheduled, you will receive an email with a link to "Get started."

If possible, stay on the phone with the scheduler until you receive your email.

Step 2: As soon as you receive your appointment email

As soon as possible after receiving the appointment email – well before your appointment time – create an account password and test your computer hardware (speakers, camera and microphone).

Q. What happens if I don't receive my email?
Call your doctor or clinician’s office to confirm they entered your email address correctly. If so, ask them to resend the email.

Q. Can I wait to do this until my appointment time?
No. you should complete your registration steps above as soon as you receive the confirmation email. If you wait until your appointment time to perform these steps and are unable to connect to the Virtual Visit, you may miss your appointment. If you have any difficulty setting up your account, please call the office for assistance.

Q. What happens if I cannot get this to work?
Please call your doctor's office PRIOR to the morning of your appointment to reschedule so that we make sure you get the care you need.

Follow these steps:

1. Click the "Get Started" link in your appointment email. This will send you to the HQeConnect.org website in a Web browser (Chrome, Edge, Firefox, Safari, etc.).

   NOTE: The instructions below are for Google Chrome.

   - Google Chrome (the latest version is recommended; one version prior is also supported)
     - Visit: [http://www.google.com/chrome](http://www.google.com/chrome)
   - Mozilla Firefox (latest version recommended; one version prior supported)
   - Microsoft Internet Explorer (PC ONLY: minimum v9.0; maximum v11)
   - Safari (Mac ONLY: latest version recommended; one version prior supported)

   a. Your Appointment email should look like this.
      i. Click the "Get Started" link.
2. Follow the instructions to create an account password

3. Since your visit is not in the next 15 minutes, you will be presented with the "Welcome, you're a little early" screen.

4. Click "Test Your Computer"
5. Now click Download

6. If asked, download the file to your computer and then click to open the file at the bottom of the browser
7. Click Close when completed, and if your browser asks, "Open Telehealth Video" popup at the top of the screen.

8. If you are having problems at this point, visit:

9. The Telehealth Video window should now be visible.
   a. On the right hand side Click Yes (or No), and make adjustments to the controls based on your experience. You will be asked to test your Video, Microphone, Speakers and Internet.
10. After the four 'tests,' you can click Done

11. Now close the 'setup your video' popup screen by clicking the X in the upper, right of the window.
You are now ready for your appointment.

Q. What if this does not work, and I need more help?

If you have technical difficulties in accessing the app or website, please take the following steps:

- Read the information on this page: https://evclient.americanwell.com/EnhancedVideoPlugin/troubleshooting/tips.html

- Contact a friend or family member for help. If this is not an available option, search on YouTube or Google (for example: telehealth computer test camera microphone) or call your local computer repair shop (e.g.: Geek Squad, Staples, etc.).

- Call the Virtual Visits (HealtheConnect) help desk at (833) 433-5918.
  - TTY/Accessibility: (800) 421-1220 NY :: (800) 842-9710 CT

- Try using your smartphone or tablet and download the Android or IOS app from the Google or Apple app stores.

If you still cannot get this to work on the day of your appointment, please call your clinician's office to cancel or reschedule your appointment.
Step 3: 15 minutes before your appointment time

1. Once again, click the "Get Started" link in your appointment email

   ![Get Started email screenshot]

   a.

2. If prompted, Login with your email and the password you created earlier.

   ![Login screen]

   a.

3. Click continue at the Welcome screen
4. Click "I agree" to the Terms of Use and then Continue
   a. You can click "Terms of Use" to read the text.

5. At the "Get Started" page, enter a phone number your caregiver can use to call you in case the audio connection is unreliable. You can also invite a trusted friend, family member or translator into your Visit by entering their email address here. Click Continue.
6. On the "Your Visit screen...
   a. Optional: Enter "What would you like to discuss today?"
   b. Optional: Attach an image, document or relevant result.
   c. Check "I acknowledge receipt of these Notice of Privacy Practices"
      i. Note: These policies and agreements are the same that you are asked to sign upon your first visit (and once annually) in the doctor's office. They include:
         1. How medical information about you may be used and disclosed and how you can get access to this information.
         2. Authorizations and conditions of examination and treatment, and acknowledgement of receipt of notice of privacy practices (HIPAA).
         3. Authorization to pay benefits from third party payment sources and your financial obligations, including a one-time Payment Authorization to Medicare that is applicable to current or future treatment
7. Click Launch (as long as you followed the instructions above already). If not, follow step 3 under the heading "As soon as you receive your appointment email" above.

8. You are now in the Virtual Waiting Room. You will see this screen until your clinician signs on to see you.
   a. Optional: For your convenience click the box next to "Text me when the clinician is ready to see me" to enter your mobile phone number on the screen and receive a text message when your clinician begins the visit.
9. When your doctor or clinician starts the Visit, you will see this:

10. The Visit Control Window
11. When your visit is complete, click End Visit in the upper, right corner.

12. A "Thank You" screen completes your visit. Click Done to exit Virtual Visits (HealtheConnect).