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?

Apple IOS devices (iPhones and iPads) as well as Android-based phones and tablets usually have this hardware built-in and is operational with little work by you. If for some reason your phone or tablets is not working, please contact a friend or family member. If this is not an available option, search on YouTube or Google (for example: telehealth android tablet test camera microphone) or call your local mobile device repair shop (for example: Geek Squad, Staples, etc.).

Q. Whom should I contact if I need technical support before my Virtual Visit?

Please call the Virtual Visit (HealthieConnect) 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 Visit 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 or clinician’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 phone or tablet (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 or a duplicate email address was not used. 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. Open the appointment confirmation email you received from HealtheConnect

2. Click the "Get Started" link in your appointment email. This will send you to the HQeConnect.org website in a Web browser on your phone or tablet (Chrome, Safari, etc.). NOTE: The instructions below are for an iPhone.
3. Create an account password and tap **Continue**

4. Tap **View** on the banner
5. Tap **GET** to install the Health Quest HealtheConnect app and then **OPEN** once the installation is complete.

6. Tap **Log In** and enter your email address and the password you chose previously.
7. When ready, tap **Agree** and Continue to the Terms of Use

8. Tap **Allow** to push notifications
9. Tap on the calendar icon to see a list of your scheduled telehealth appointments.

10. Close the app when you are ready to exit.

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:

- Contact a friend or family member for help. If this is not an available option, search on YouTube or Google (for example: AmWell iPhone test camera microphone) or call your local mobile device repair shop (for example: Apple Store, Mobile Rescue, etc.).

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

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

1. Now that you've downloaded the app and created a password, open the app on your device.

2. Login with your email and the password you created previously
3. Tap **Start Visit**
the current
time is within
15 minutes of
your
appointment, or
tap the
calendar icon to
access and
select your
upcoming
appointment

4. Tap **Get Started**
5. If not prepopulated, enter a phone number where the doctor or clinician can reach you during the visit and tap **Continue**

6. If you are on cell service, you will be prompted to change to WiFi for better connection. If possible, connect to your local WiFi. Otherwise, you may proceed with cell service.
7. On the "Your Visit screen...
   a. Optional: Enter "your reason for today's visit"
   b. Optional: Attach an image, document or relevant result.
   c. Check "I acknowledge receipt of these Notice of Privacy Practices"
   d. 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:
      - How medical information about you may be used and disclosed and how you can get access to this information.
      - Authorizations and conditions of examination and treatment, and acknowledgement of receipt of notice of privacy practices (HIPAA).
      - 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.

8. Allow access to your microphone and camera, if prompted

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<thead>
<tr>
<th>&quot;Health Quest&quot; Would Like to Access the Microphone</th>
<th>&quot;Health Quest&quot; Would Like to Access the Camera</th>
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<tbody>
<tr>
<td>Microphone access is required to have a visit.</td>
<td>Camera access is required to have a visit.</td>
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<tr>
<td>Don’t Allow</td>
<td>Don’t Allow</td>
</tr>
<tr>
<td><img src="image" alt="Microphone Access" /></td>
<td><img src="image" alt="Camera Access" /></td>
</tr>
<tr>
<td><img src="image" alt="OK" /></td>
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9. You can wait in the “virtual waiting room” while the clinician reviews your information

***Please DO NOT click on the Cancel or End buttons. This will cancel your appointment***
10. When your doctor or clinician is ready, you will be able to see and hear him or her.

11. Once the visit has ended, tap **Continue**
12. If asked, please rate your experience and tap **Done**

13. A "Thank You" screen completes your visit

14. Close the app when you are ready to exit. That’s it!