Beth Israel Lahey Health

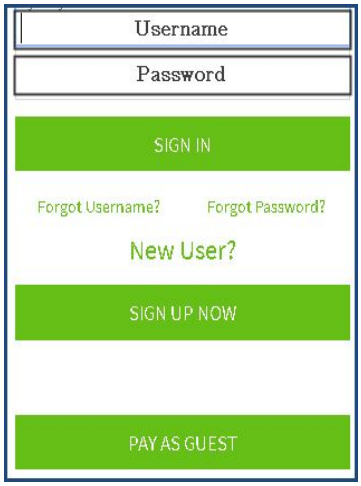
Beverly Hospital | Addison Gilbert Hospital
Lahey Hospital & Medical Center
Winchester Hospital

Tip Sheet

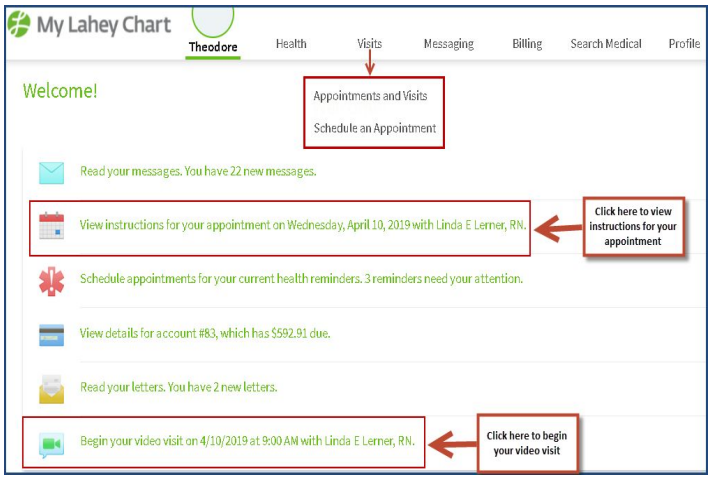
Connecting to Your Doctor for a Remote Visit

Following are the steps you can take to connect to a remote visit with your doctor by Vidyo. If you have any questions, please call the My Lahey Chart Support Line at 781.744.7300.

1. Navigate to Mylaheychart.org and log in with your Username and Password.



2. From the home screen, hover your cursor over Visits and click on Appointments and Visits.



Note: *Access appointments from your home screen; click View instructions or Begin your video visit.*

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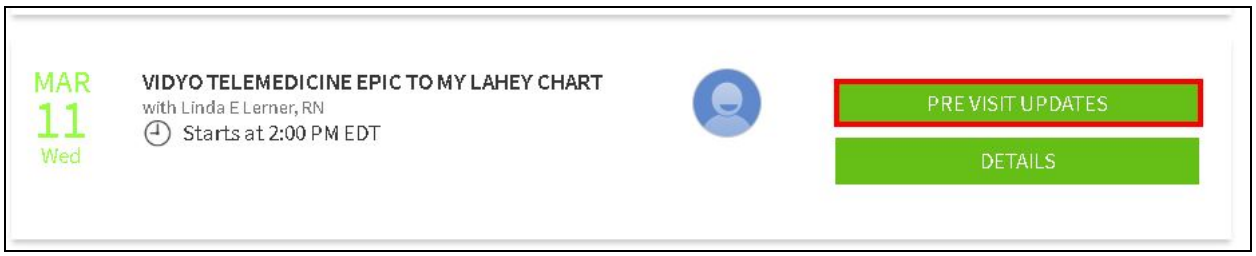
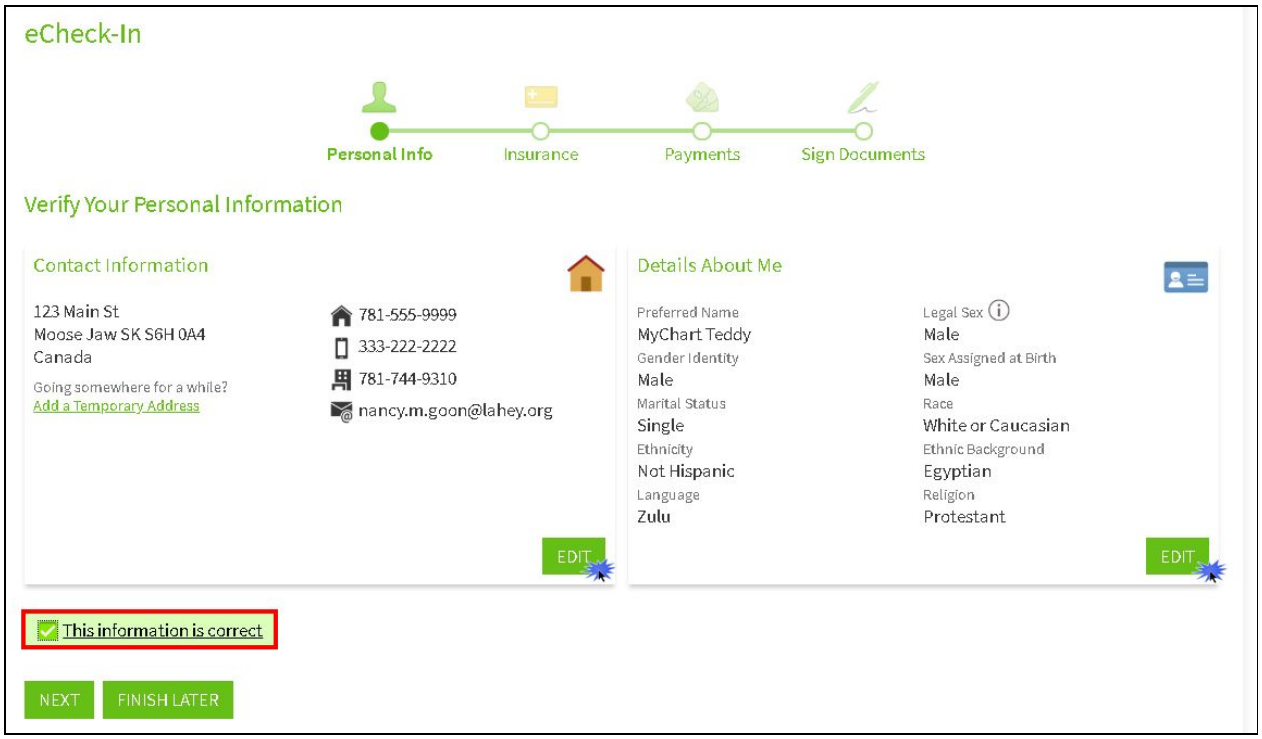
3. Click on Previsit Updates.

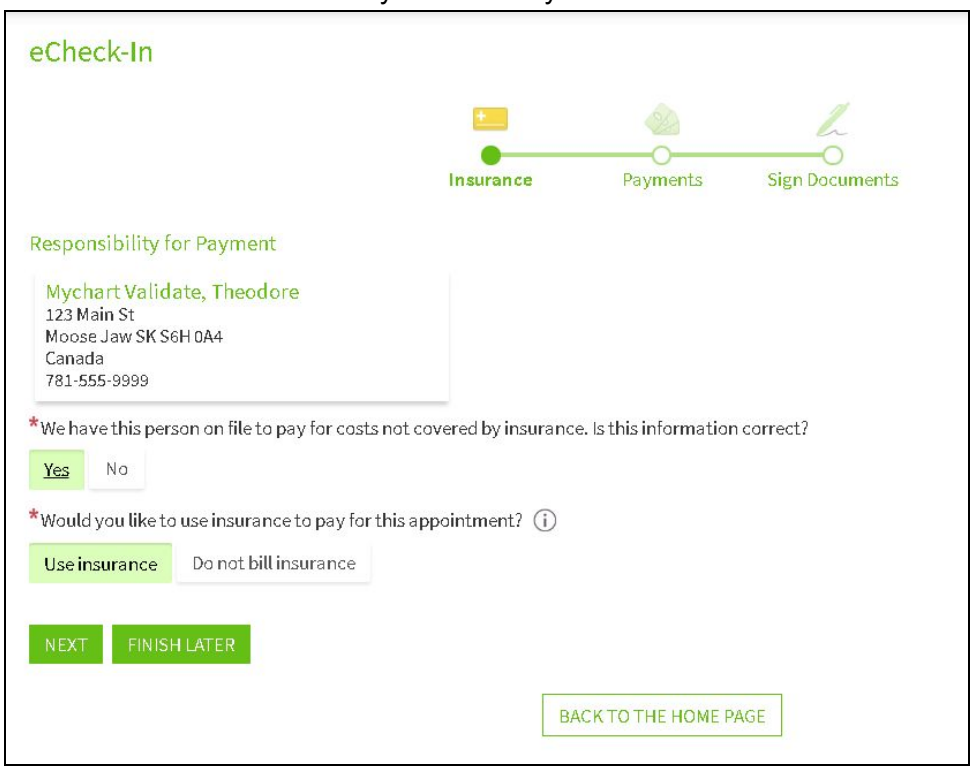


4. Review and verify your personal information. You can make updates by clicking the Edit button in the contact or details section. Otherwise, if everything is correct, select the "This information is correct" checkbox. Click Next when you are ready to proceed.

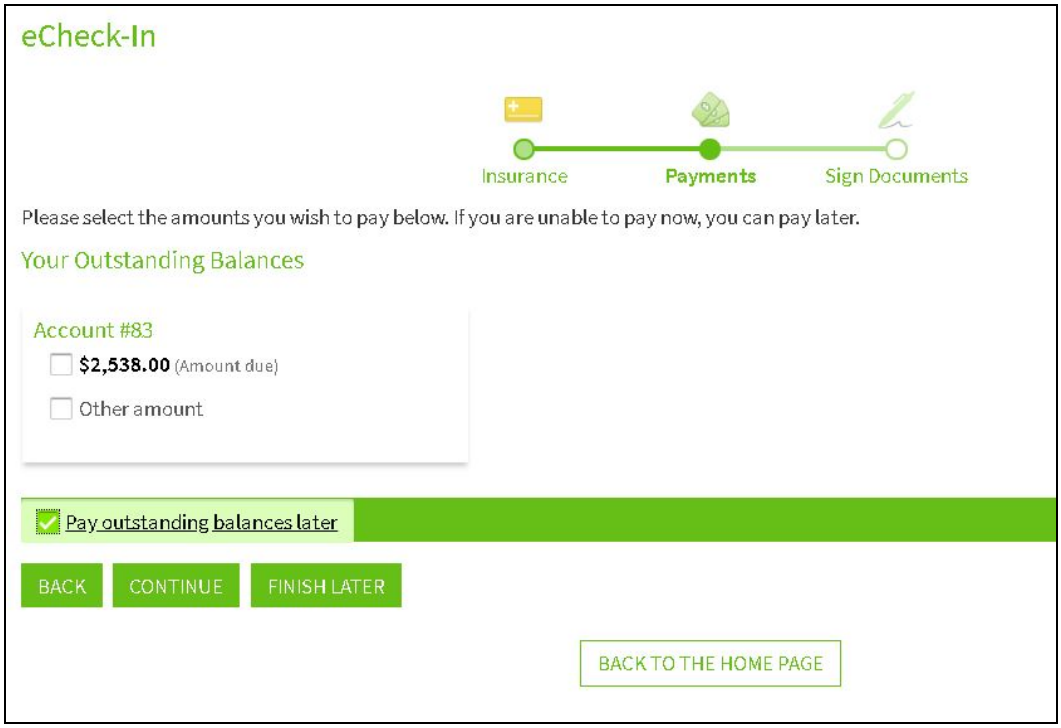


5. Select the Yes button to verify that the correct person is listed who will pay any bills associated with your care. If your doctor's office should not bill your insurance for this visit select "Do not bill

insurance”. Click Next when you are ready to continue.

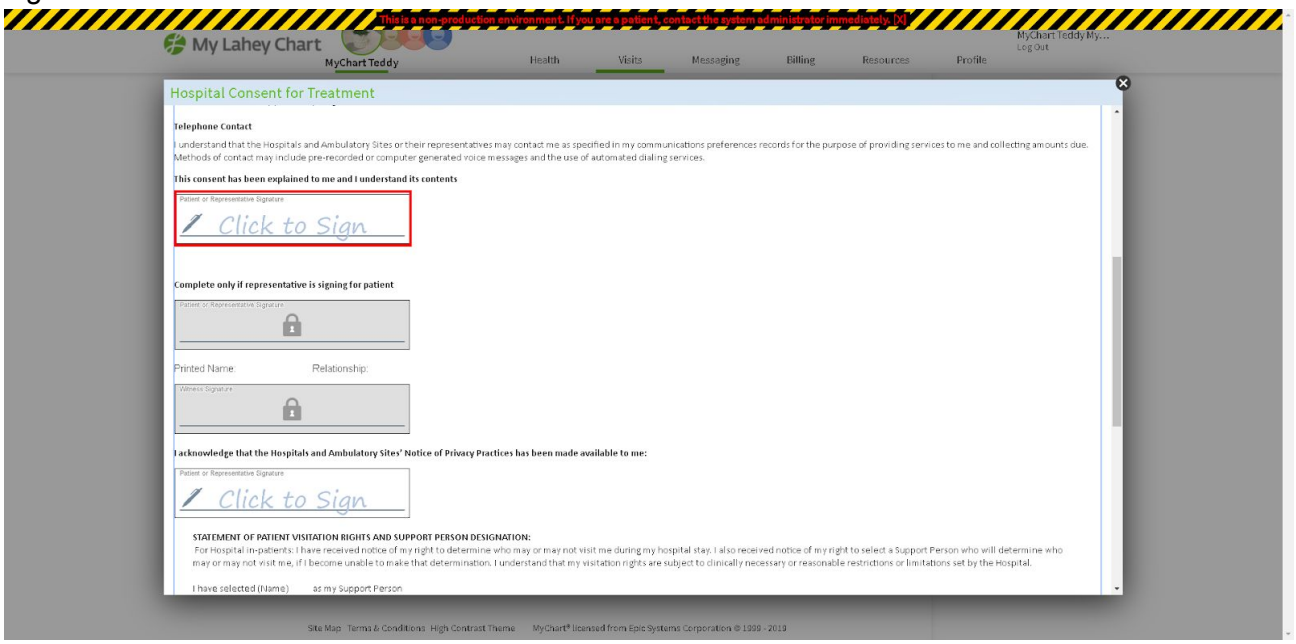


6. If you have any outstanding balance you will have the option to make a payment on this screen. Alternatively you can select “Pay outstanding balances later” and then click Continue when you are ready to proceed.

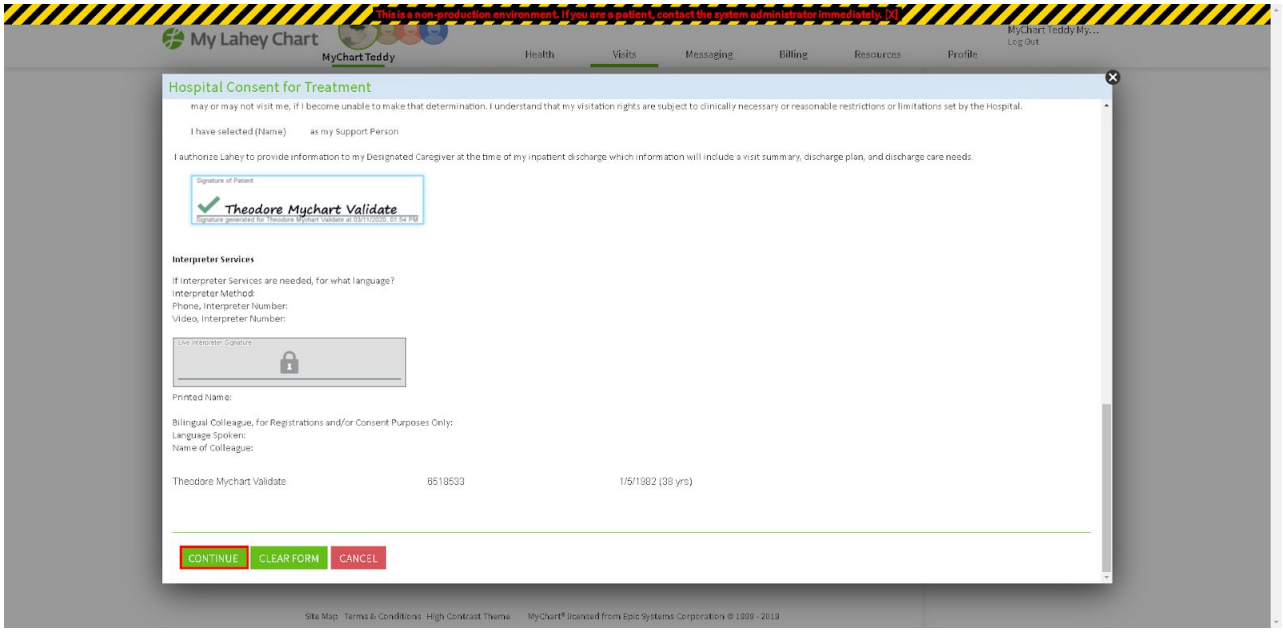


7. You may need to sign consent forms. Click Review and Sign.

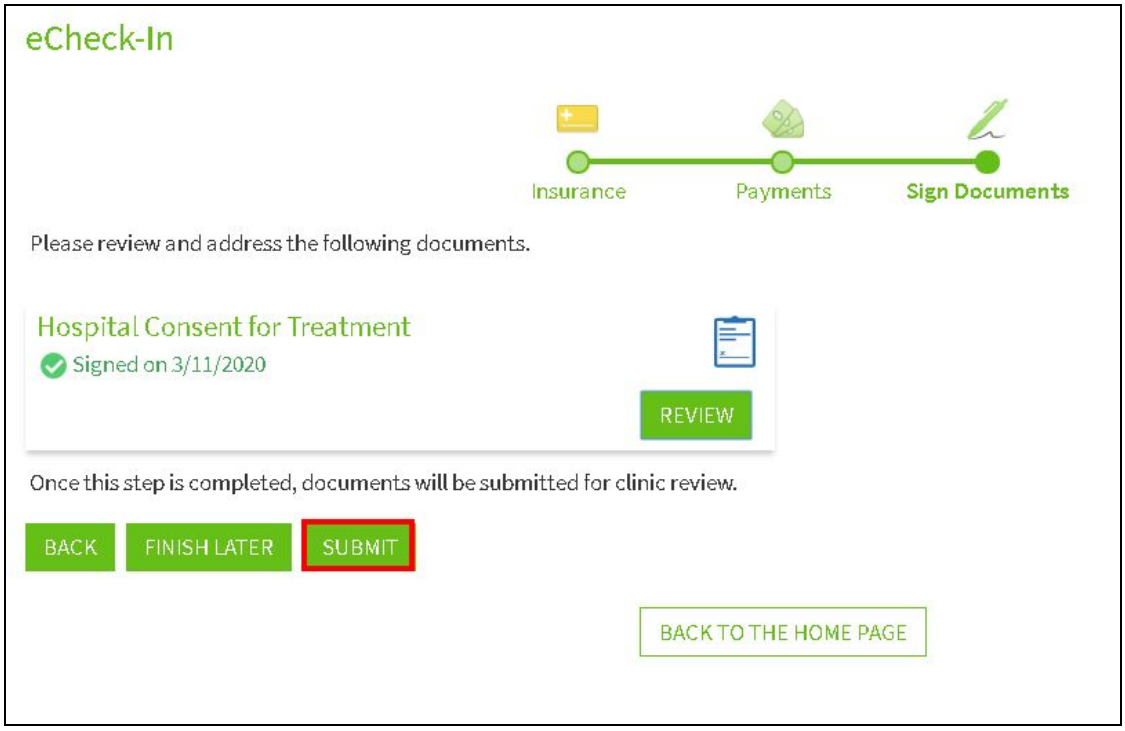
8. The consent form will appear. Please read the consent form. Click in the box(es) that says “Click to Sign”.



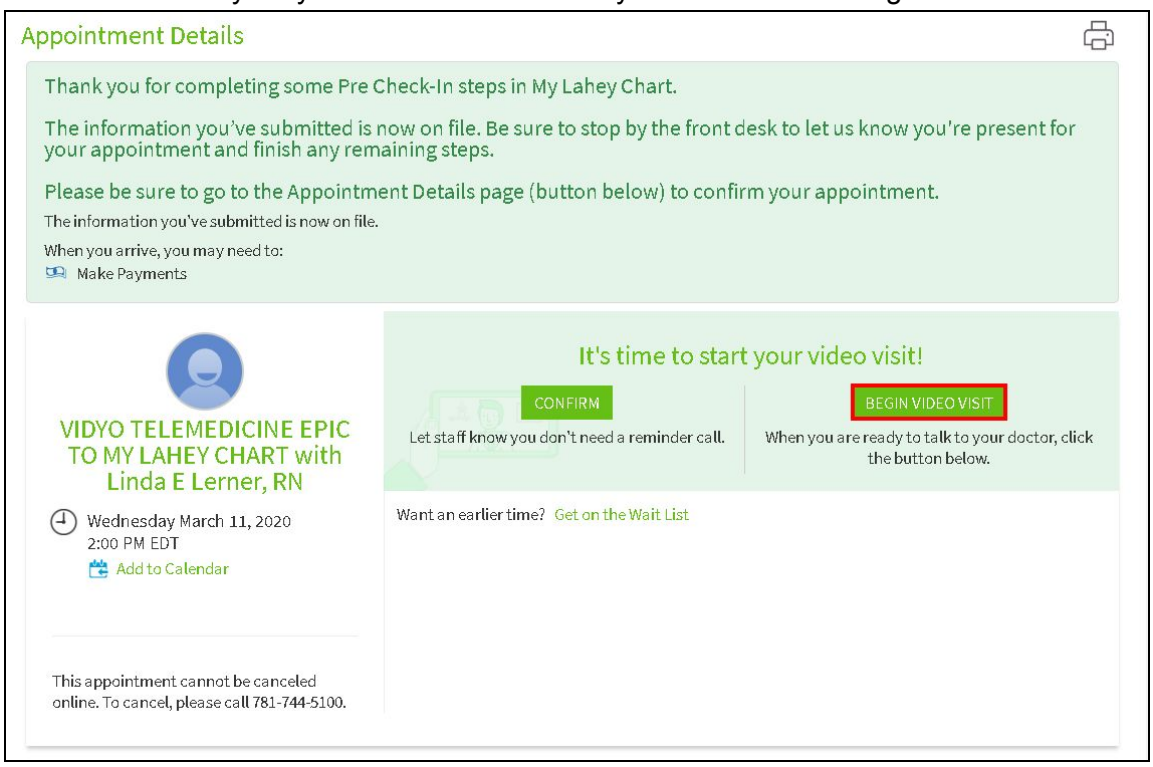
9. After you have completed all the signatures, click Continue at the bottom of the form.



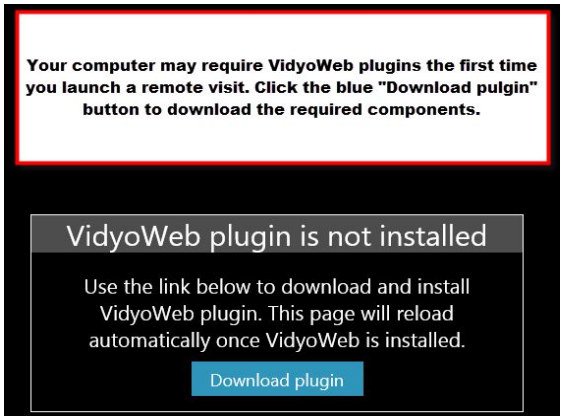
10. Back on the eCheck-In screen, click Submit to complete your Previsit Updates.



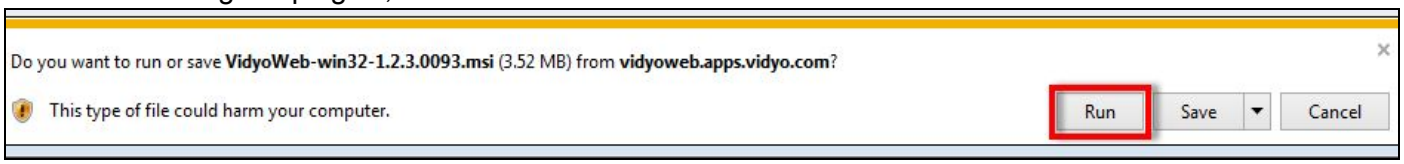
11. You are now ready for your telehealth visit with your doctor! Click Begin Video Visit.



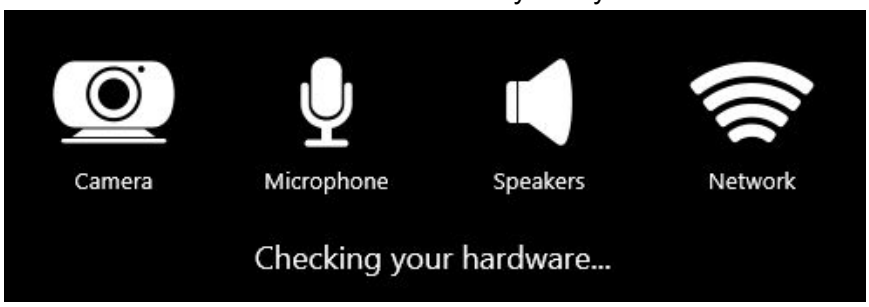
12. If you are prompted, download the required plugins.



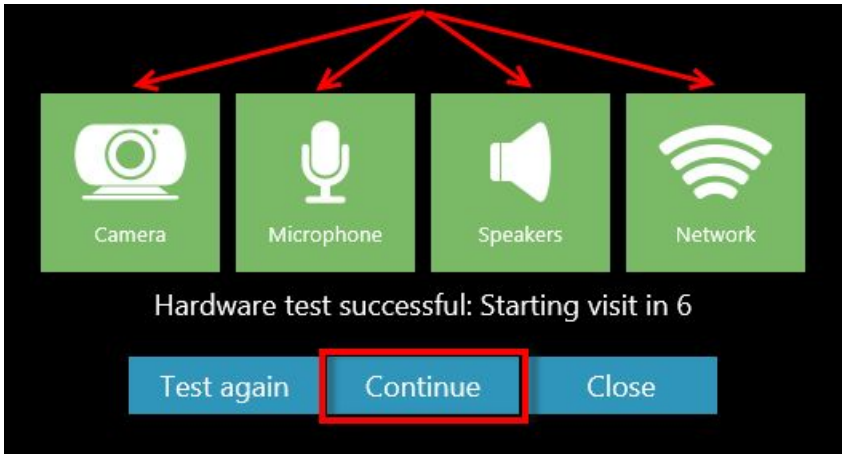
13. After downloading the plugins, click on the “Run” button when asked to run or save the file.



14. The remote visit video check will check your system for all of the necessary components.



15. After all test squares turn green, the visit will begin automatically after 10 seconds. However, if you wish to begin the visit immediately, click Continue.



16. Remember to disconnect and close the video window when you are finished with the remote visit.

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