

Visitor instructions: How to start a video call with friends and family in the hospital

These instructions review how to connect to a virtual meeting with a patient at a Mass General Brigham hospital.

You will receive an email invitation to attend the virtual meeting and can opt-in to receive a text message invitation. You will need a computer, smartphone, or tablet with Zoom installed to connect to the virtual meeting but do not need a Zoom account. [Click here](#) to open the Zoom Download Center.

Connect to a virtual meeting

1. The invitation sent to you indicates the virtual meeting date and time. Click the first link in the invitation no more than five minutes before the virtual meeting start time.
 - If you experience any issues with the first link, click the second link that appears and enter the meeting code on the Patient Connect webpage.
2. The **Welcome to Patient Connect** webpage will open on your device. Click **Join Meeting**.
 - Enter the meeting code found in your invite if it does not display on this webpage.
 - An early arrival message displays if you attempt to join more than five minutes before the scheduled meeting.
3. Zoom opens on your device, and you enter the virtual waiting room. Wait here until you are admitted into the Zoom meeting room.
4. To leave the virtual meeting, click **Leave** and then click **Leave Meeting**.

Additional information

- You will receive a notification if the virtual meeting is rescheduled or canceled.
- You can join a virtual meeting on a device that did not receive the invitation by navigating to www.patientconnect.partners.org and entering the meeting code found in your invite.

Important: If you are using a mobile phone

You must consent to receive text messages before the iPad can send an invite to your mobile phone.

Text "**Enroll PC**" to **57547** to provide consent.

