

TELEHEALTH FREQUENTLY ASKED QUESTIONS

Our Virtual Medicine team is using the latest technology to launch virtual outpatient, emergency and inpatient visits – visits that help you receive care through a computer or mobile device. We also may use the platform to include families and other caregivers in your visits. Read more about frequently asked questions.

Question: What devices can I connect to a video visit from?

Answer: You can participate using a smart device or a computer with a network connection.

- Access from a computer (laptop or desktop) using the Chrome  browser. Your computer must have an activated camera, microphone and speakers.
- Smart devices include iPhones, Android smart phones, iPads or other tablets. Go to your App Store before your visit to download the AW Touchpoint app onto your Android, iPhone, iPad or other tablet.

Question: How will I know it's time for a video visit?

Answer: For outpatients, our scheduling staff will schedule a visit with you in advance. Family members and other caregivers joining a provider visit with an inpatient will typically be contacted by nurses or other hospital support staff regarding the visit time.

- If you're using a smart device (phone, tablet), download the AW Touchpoint app in advance. At the time of the visit, you'll receive an SMS link to connect to the visit. The text will NOT come from your provider's office number.
- If you're using a computer or laptop to connect, you will receive an email invitation from operator.message@avizia.com. Copy that email link into the top address bar of a Chrome browser if Chrome is not already your default browser. Make sure the invitation did not go to your "Junk" or "Spam" email folder. Prevent this by adding "operator.message@avizia.com" to your contacts list.

Question: When I'm downloading the AW Touchpoint app from the Apple App Store (iPhones/iPads) or Google Play Store (Android devices), what password do I use?

Answer: This is your own password that you would use for adding any application to your smart device. This is not a password provided by UMass Memorial. Once you download AW Touchpoint on your device, you don't need to download it for future visits unless you uninstall it.

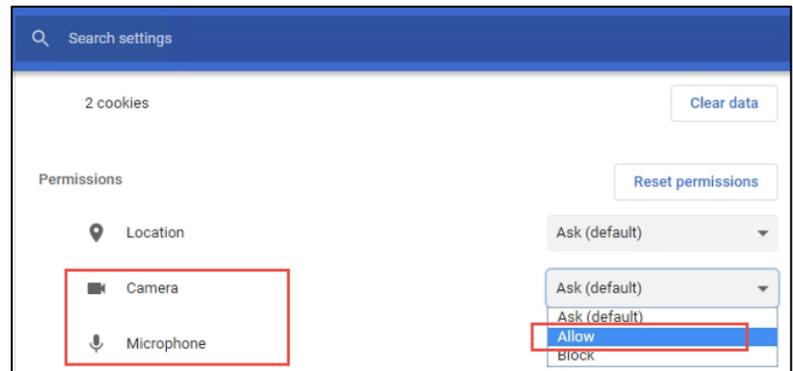
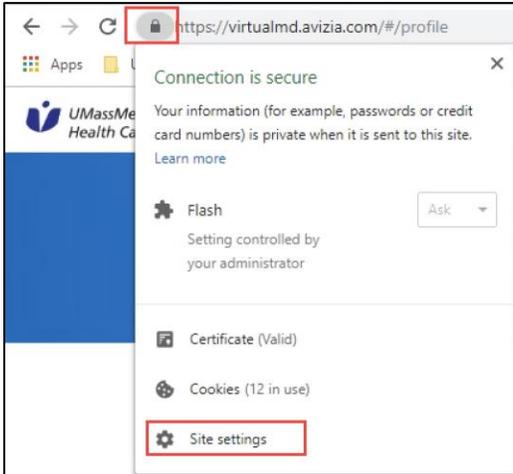
Question: What do I do if I accidentally dropped off the call?

Answer: You can go back to the text or email link you received and re-click it, as long as the provider hasn't ended the patient visit. Once the patient visit has ended, that link is no longer needed and a different link will be sent for any future virtual visits.

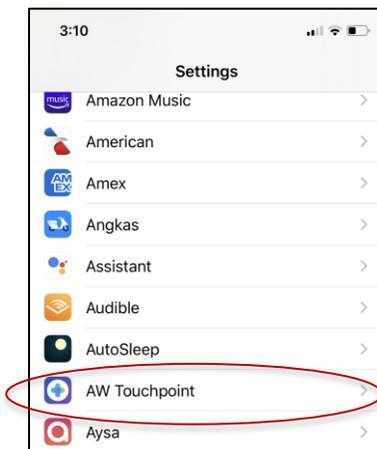
Question: What if I can't get picture or sound?

Answer:

- If you are using Chrome, you need to make sure the camera and microphone are set to "Allow" in Chrome by following the steps below.
 1. Open Chrome, go to <https://virtualmd.avizia.com>.
 2. Single click the **padlock** in the upper left corner of the URL.
 3. Single click **site settings**.
 4. Click **Allow** for camera and microphone.



- If you are using a smart device and the AW Touchpoint app, enable camera and audio:
 1. Go to the settings menu and select AW Touchpoint.
 2. Make sure options are turned on (green) in "Allow AW Touchpoint to Access" screen.



Question: Are my video visits secure?

Answer: Video visits on this platform are secure and HIPAA compliant to protect your personal information.