

NAP Virtual Visits Using a Smart Device

Essential information for a successful virtual visit on a smart device:

1. Download the MyChart app from your App Store.
2. When you log in to the MyChart app for the first time, choose “PPOC” as the organization.
3. Download the Zoom app from your App Store.
4. Please remember to log in **one day before your visit** to complete any forms and pre-visit validation. This will limit the number of issues on the day of your appointment. If you have any difficulties, call us at 413-584-8700 and we can help make sure you are ready to go prior to the day of your visit.
5. Log in to your appointment **15 minutes** before the scheduled time.
6. Please review the guided walkthrough below:

Step by Step Guide Using a Smart Device

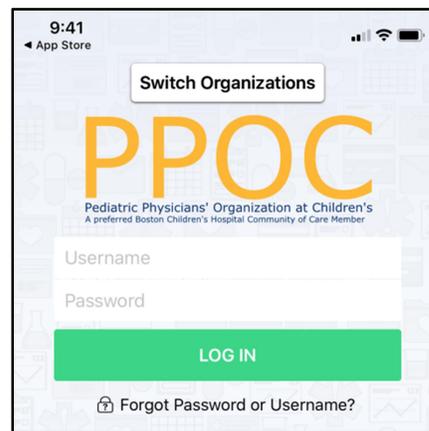
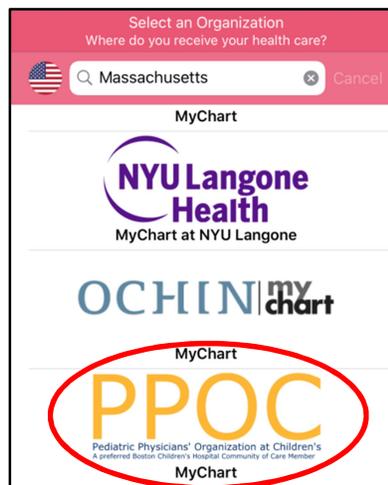
1. Download the correct Zoom app – “ZOOM Cloud Meetings”. No log in or account sign-up is required.



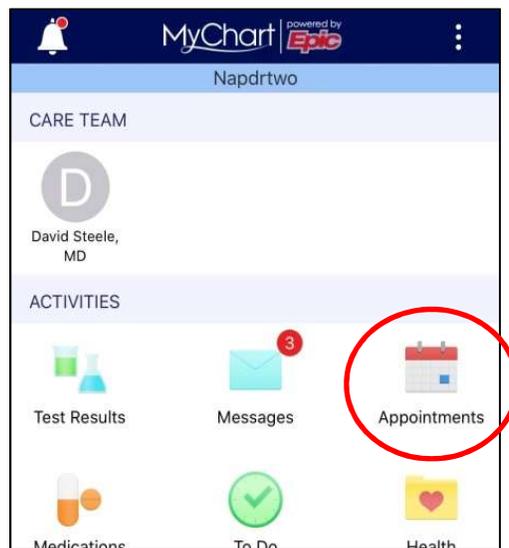
2. Download the correct MyChart app:



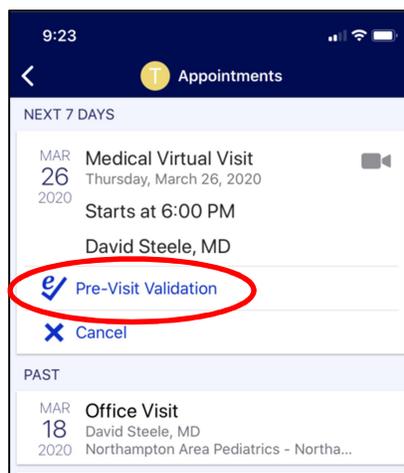
3. The first time you use the MyChart App, it will ask you to choose an organization. Please select "PPOC." (Note that if you have chosen not to allow location services, you will have to select Massachusetts as the state in which you receive health care.) Log in with your MyChart username and password.



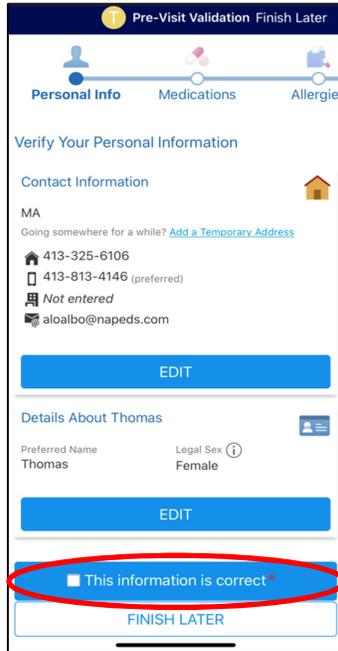
- 4. Log in one day prior to your visit to complete Pre-visit Validation and any forms/questionnaires required for your visit.**
- a. If you are logging in as a parent/proxy, be sure to select the correct child within your account if you have more than one child. If the child is a teen, they must log in to their own MyChart account.
 - b. Once logged in choose “Appointments.”



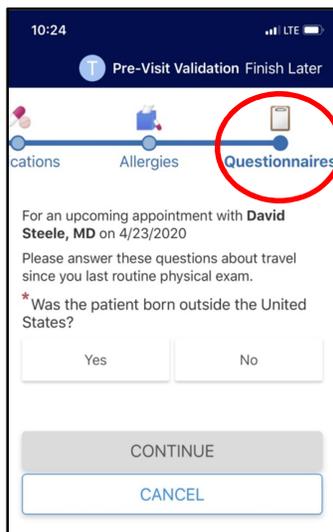
- c. Once you click on the Appointments icon, the upcoming appointment appears. Click on “Pre-Visit Validation.”



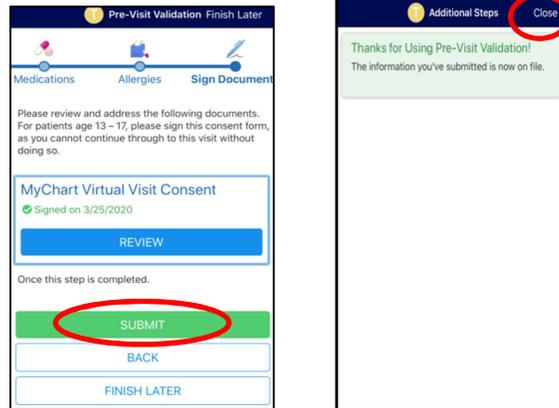
- d. Pre-visit Validation asks you to validate demographic information, current medications, preferred pharmacy, and current allergies. You will have the option to “Edit” or confirm that the information listed is correct.
- e. At the bottom of each screen, choose “this information is correct” after reviewing or editing if needed.



- f. Once you have reviewed all of your information, there may be questionnaires to complete depending on the reason for your visit. Please complete and submit all questionnaires.



- g. Once all personal information is verified and questionnaires are submitted, you will be prompted to read and sign (using a finger on the screen) the consent to treat via virtual visit document. Once signed, Pre-visit validation is complete. Click “Submit.” Once Pre-Visit Validation is submitted, click “Close” in the top right of the window.



- h. If you have any difficulty during this process please contact our office at 413-584-8700 so we can make sure you are all set well ahead of your visit.

5. The day of your visit, log in to MyChart **15 minutes before the appointment**. Click on the appointments icon, then select your appoint. Click “Begin Visit” and the Zoom chat window will open. It can take several minutes to become connected with your provider, please be patient and wait up to 10 minutes after your scheduled appointment time before calling the office for assistance.

