

Beth Israel Lahey Health

Video Visits

Meet face-to-face through video and receive care from your BILH provider using your smartphone, tablet, or computer. This service is easy to use, private, secure, and HIPAA-compliant.

During a video visit, you can talk directly with your provider about symptoms, test results, medications, treatment plans, and follow-up.

You must be in the state of Massachusetts or check with your provider in advance if you will be out of state for your video visit.

Video visits are not required. You can always choose to have an in person visit instead of a video visit.

How to Join a Video Visit

One Week Before Your Visit

You will receive an email or text notification to pre-register.

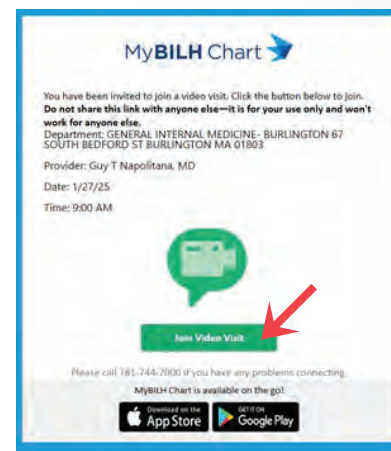


Click the green **"Pre-register online"** button to register before your scheduled visit time. It only takes a few minutes.

Be sure that you have a device with a camera and microphone for your video visit.

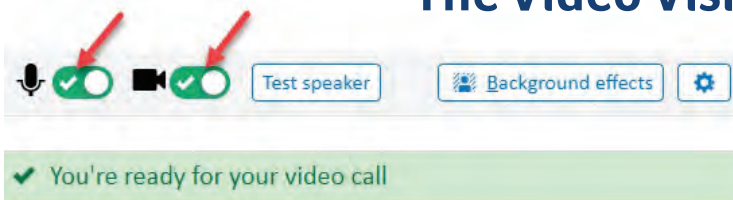
On the Day of Your Visit

You will receive an email or text notification.

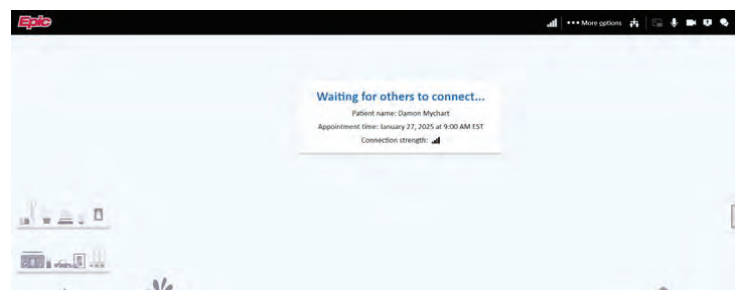


Click the green **"Join Video Visit"** button 10 minutes before your visit time from your device with a camera and microphone.

The Video Visit Waiting Room



Make sure the camera and microphone options are "on." If they are not green, as shown above, click the white circles.

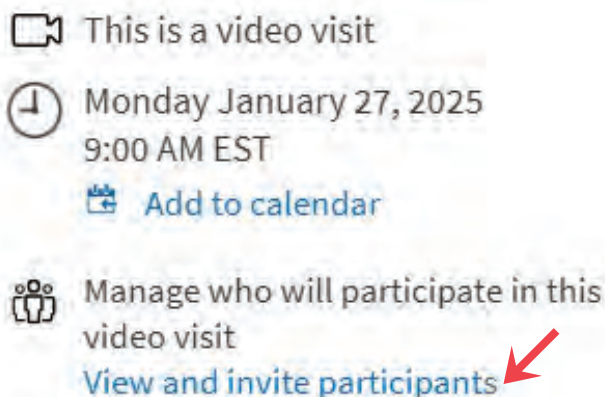


You will automatically be connected when your provider has joined. Thank you for your patience.

Others Who May Be in Your Visit

An **interpreter** will be included if needed.

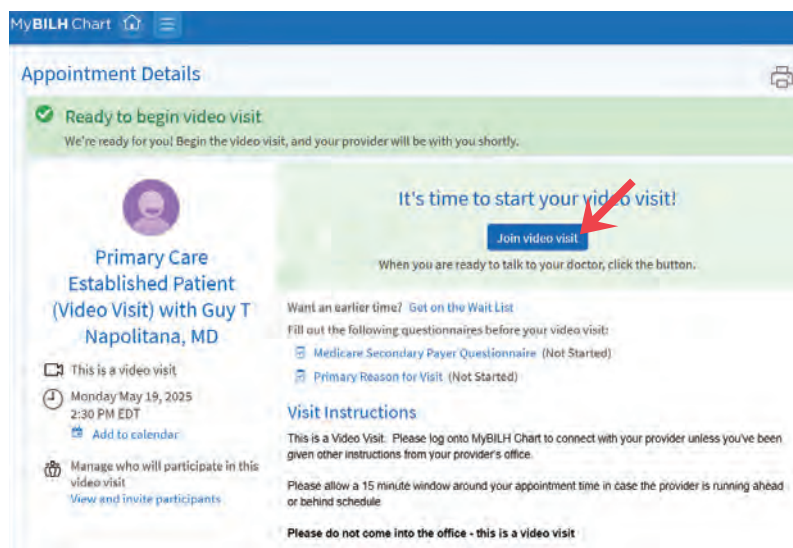
Optional: You can invite others such as a family member or personal caregiver to the visit from your MyBILH Chart account.



To invite others, go to the **“Appointment Details”** section of MyBILH Chart.

Click **“View and invite participants.”**

Your guest will receive an invitation link to your video visit with the department, provider name, date and time of your visit. You may also ask your provider to invite others for you.



Having Trouble?

“Join video visit” button not working?

You may still need to complete your pre-registration.

Received more than one link for the same video visit?

Use the most recent link.

You can also join the visit from MyBILH Chart.

Go to the **“Visits”** section and click **“Join Video Visit.”**

For more help, call **MyBILH Chart support** at **877-270-0370**.

If you need to reschedule or if you are waiting more than 15 minutes past your scheduled appointment time, please call your provider's office.

Video Visit Billing & Payment

Video visits are billed and paid the same way as in-person office visits, by insurance or self-pay. You are responsible for any applicable copayments and additional services needed, such as labs or other testing. Please contact the Member Services department of your insurer for coverage details.



Don't Have a MyBILH Chart Account?

Use your phone's camera to scan the QR code and sign up today.