

Video Visit Quick Reference

Patient Guide to starting a Video Visit

Introduction

Video visits allow patients to interact with their providers from home or on the go through live audio and video like an in-office visit.

Important Details

- You may now connect to your video visits via the MyMountSinai app, a webbrowser on your mobile device or a camera-enabled computer
- If you do not have a MyMountSinai account yet, please contact your doctor's office to activate your account.
- All billing & insurance information will be validated when scheduling your appointment.
- We recommend connecting to Wi-Fi and wearing headphones to increase the audio and video quality of your video visit
- Login to the MyMountSinai <u>15-20 MINUTES</u> prior to your scheduled appointment time to fill out the eCheck-In (verify personal info) portion of your visit.
- Zoom will be used to conduct your video visit. Please download the Zoom app on your PC, MAC or Mobile device for best video visit experience.





 Please test if your device is compatible with zoom <u>http://zoom.us/test</u>

Begin your Video Visit via MyMountSinai app

1. Type in "MyMountSinai" in your App store or download from the link <u>https://www.mountsinai.org/about/mymountsinai</u>



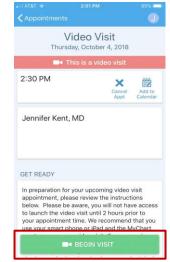
2. Log in to the MyMountSinai app



 On your homepage, select "Appointments" → "eCheck-In". Review all sections and submit. A green video camera icon will appear when eCheck-in is complete. Select your video visit appointment.

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4. Select "Begin Visit" to connect to your video visit.





Begin your Video Visit via Web-cam Computer or Mobile Web-browser

- 1. Login to the MyMountSinai web-site https://mychart.mountsinai.org
- 2. Visits \rightarrow Appointments and Visits \rightarrow eCheck-In for your appt.

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3. Review and submit all the listed sections

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4. After submitting, on the Confirmation page, select Begin Visit

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Cancel Appointment		This telehealth service may not be benefit under the Medicare or M program. By clicking the button be aknowledging that you will not be by Medicare or Medicaid and yo personally responsible for pay Privacy Agreement Have questions?	tedicaid low you are reimbursed u will be							

- 5. A new web-page tab will open, this is where your video visit will take place (This web-page is completely secure and safe)
- 6. Please download Zoom app on your PC, MAC or Mobile device for best video visit experience.