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 MyChart app, an web-browser on your mobile device or a camera-enabled computer.
- 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 MyChart App 15-20 MINUTES prior to your scheduled time to fill out the eCheck-In (verify personal info) portion of your visit.

Begin your Video Visit via MyChart app
1. Type in “MyChart” in your App store or download from the link http://mountsinai.rx.health/mychart
2. Search for Mount Sinai as your healthcare provider and login
3. On your homepage, select “Appointments” → “eCheck-In”. Review all sections and submit. A green video camera icon will appear, select the appointment.
4. Select “Begin Visit” to connect to your video visit.

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

1. Login to the MyChart web-site https://mychart.mountsinai.org

2. Visits → Appointments and Visits → eCheck-In for your appt.

3. Review and submit all the listed sections

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

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)*