

## 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 web-browser 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 **15-20 MINUTES** 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.



Apple iOS

Android OS



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

## Begin your Video Visit via MyMountSinai app

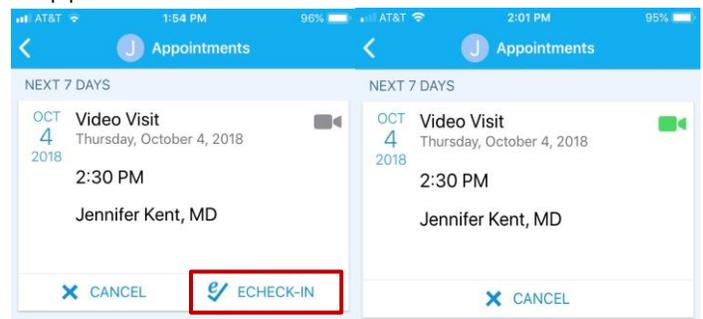
1. Type in "MyMountSinai" in your App store or download from the link <https://www.mountsinai.org/about/mymountsinai>



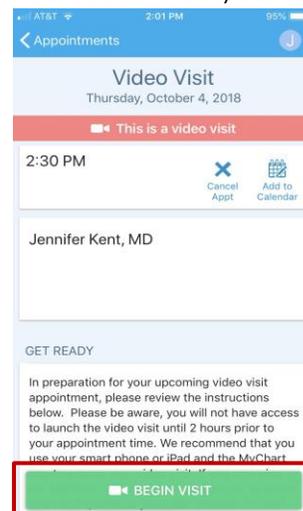
2. Log in to the MyMountSinai app



3. 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.

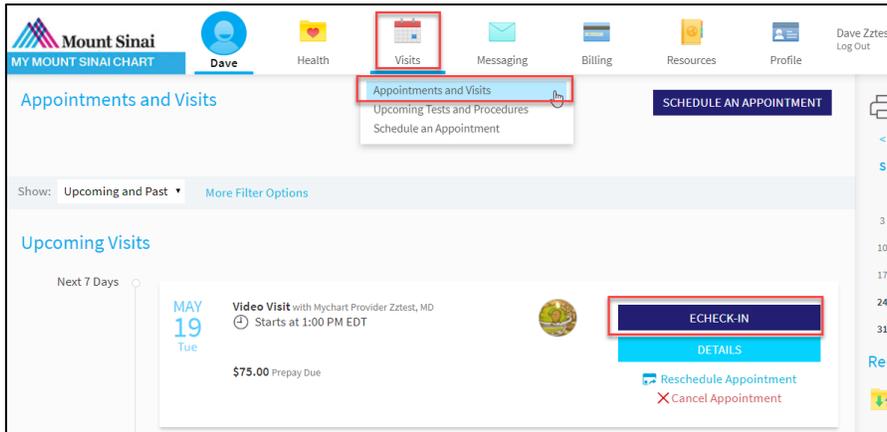


4. Select "Begin Visit" to connect to your video visit.

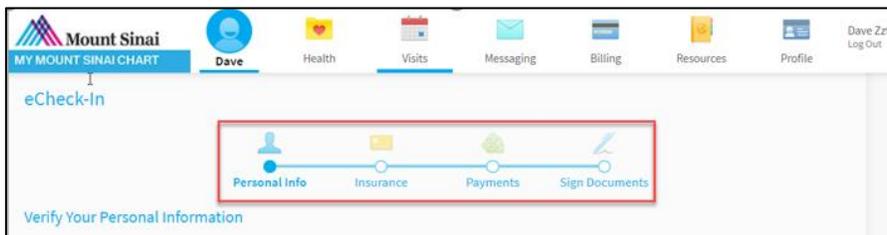


## Begin your Video Visit via Web-cam Computer or Mobile Web-browser

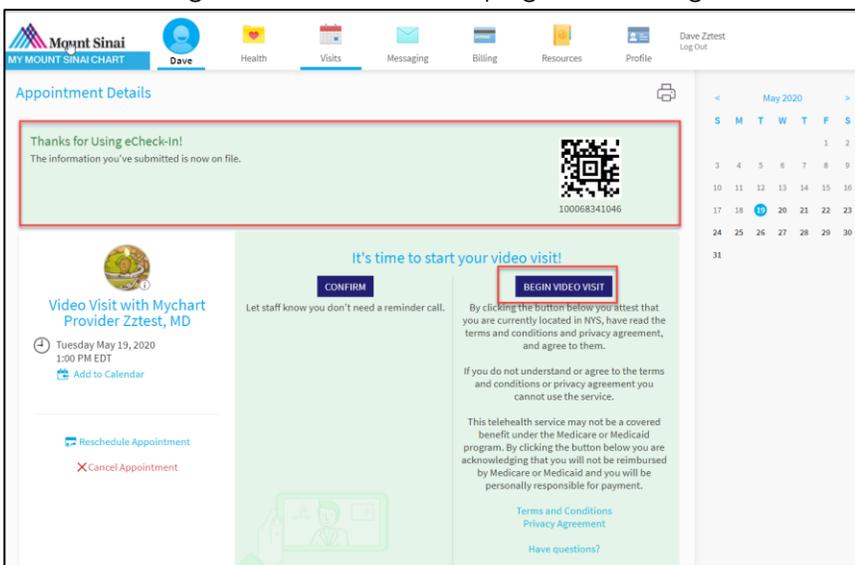
1. Login to the MyMountSinai web-site <https://mychart.mountsinai.org>
2. Visits → Appointments and Visits → eCheck-In for your appt.



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)**
6. Please download Zoom app on your PC, MAC or Mobile device for best video visit experience.