# Montefiore MYCHART MyChart Virtual Urgent Care Guide

## Virtual Urgent Care

## Introduction

Montefiore is providing our patients with the ability to have virtual visits with an urgent care provider using Montefiore MyChart. Virtual Urgent Care visits are available to both new and existing patients.

Patients will be able to use their mobile device, tablet, laptop or desktop to connect to their visit.

For any issues accessing your account or beginning your video visit, please call the appropriate number below toll free.

Patient Support for Audio/Video Issues: (866) 977-5837

MyChart Patient Support line: (855) 226-3070

## Accessing your Virtual Urgent Care Visit

1. Access your account by logging into your MyChart Application on your phone, or if using a laptop or desktop go to <u>mychart.montefiore.org</u>.

2. Log into MyChart. (If you do not have a MyChart account please select Sign Up Now and follow the steps)



3. Once you are logged into your MyChart account, select the Virtual Urgent Care option from the menu

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Q Search the menu	Visits 🖾 Messages 👗 Test Results 💰 Medications	Find Care		
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4. Verify the state you are currently located in

Note: Virtual Urgent Care visits are currently only available to patients located in New York state

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5. Then select your reason for visit (Note: If you need to see a doctor and do not see your condition listed, visit your nearest Urgent Care facility)



6. If on a browser, select whether you would like to use your computer or the mobile app to connect to your Virtual Urgent Care visit

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#### 7. Select "Put me in line" to see the next available provider

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Virtual Urgent Care Start over			
Location Edit New York       Reason for visit Edit Stomach & Abdomen     Connect using Edit My computer     Providers     Time     Summary	Next available provider Put me in line		
Next available provider Put me in line			

8. Please enter the most important thing you would like to discuss during this visit, then click "Schedule" If needed, you can update your email address on this screen

Note: If you're scheduling from a browser, you will receive an email to the email address on file when the provider is ready to see you. You can update your email address here if needed.

If you're scheduling from a mobile device and have push notifications enabled for MyChart, you will receive a push notification.



## 9. Review the Visit Instructions and then click PreCheck-in to complete the registration process. **\*You must complete PreCheck-In to proceed to the Virtual Urgent Care visit**

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Virtual Urgent Care Video Visit with Urgent Care, Montefiore	Get ready PreCheck-In PreCheck-In now, before your visit! **IMPORTANT - You MUST complete PreCheck-in BEFORE Joining the video visit**	for your visit! Begin video visit Once PreCheck-In is complete, start your video visit with the button.	Upcorr Urgent GET RE/	Start eCheck-In eCheck-In Required You must complete eCheck-In before joining this video visit. Go to eCheck-In	× ncel App	
X Cancel appointment	Visit Instructions         Please note that by proceeding with your video visit, you agree to our Terms and Conditions. Video or Audio Issues? (877)-484-9119. Need MyChart General Tec, Support? (855) 226-3070.         Please complete PreCheck-in and submit a co-payment prior to your appointment. After completing precheck in, you may select "Begin Visit" and wait for a provider OR be notified via email that the provider is ready to see you.         Please be sure to monitor your MyChart App Alerts and e-mail while waiting, so that you can promptly join the visit. Once notified by the provider, you will have 10 minutes to complete PreCheck-in (if you haven't completed already) and join before your visit is cancelled.         Eletore you begin your appointment.       View full instructions         It may assist the doctor during the visit (blood pressure cuff glucose meter, scale cho error).         • Once you entire the waiting room, your doctor will be notified that you are ready to begin the		Not Now       Provide the at your appointment by updating some of your information now.       Provide the at your appointment by updating some of your information now.         Review Instructions       Review Instructions       Review Instructions         Base note that by proceeding with your video visit, you agree to our Terms and Conditions. Video or Audio Issues? (877) 448-9119. Need MyChart General Tech Support? (855) 226-3070.       Rease complete PreCheck-in and submit a co-payment prior to your appointment. After completing precheck in you agree of Visit and wait for a provider OR be notified via email that the provider is ready to see you.         Image: A submit of the provider of the submit of the provider of the notified via email that the provider visit of the provider of the submit of the provider of the submit of the provider of the provider of the submit of the provider o			

#### 10. Click to begin your Virtual Urgent Care visit

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Virtual Urgent Care Video Viste with Urgent Care, Montefiore Time to Be Determined	You're waiting for your video visit         Begin video visit         Begin video visit         Review your questionnaire answers below. Your provider will review your responses and any additional concerns with you at your appointment.         Image: Secondary Payer Questionnaire (Print)         Visit Instructions         Please note that by proceeding with your video visit, you agree to our Terms and Conditions. Video or Audio Issues? (877)-484-9119. Need MyChart General Tech Support? (855) 228-3070.         Please complete PreCheck-in and submit a co-payment prior to your appointment. After completing precheck in, you may select 'Begin Visit' and wait for a provider oR be notified via email that the provider is ready to see you.			
	Please be sure to monitor your MyChart App Alerts and e-mail while waiting, so that you can promptly join the visit. Once notified by the provider, you will have 10 minutes to complete PreCheck-in (if you haven't completed already) and join before your visit is cancelled.  Hetere you begin your appointment:  View full instructions  arable device, etc) nearby:  Conce you enter the waiting room, your doctor will be notified that you are ready to begin the			





11. Once the program launches on the computer or mobile browser, click **CHECK-IN** 



#### 12. Test the microphone and web camera, then click PROCEED

**PLEASE NOTE:** If the microphone or web camera do not appear to be working, make sure they are enabled on your device. **(Go to Additional Tips for details to enabling cam/microphone).** Click the **Allow** button on your Computer or mobile device to proceed



13. You are now in the virtual waiting room waiting for the provider to connect



## Additional Tips

- It is important to make sure that you have allowed access to camera and microphone when launching your visit. If you do not click "Allow" you or your provider may not be able to see or hear each other.
- Please note: If you double tap or move the video away (e.g. to access another app or go to settings), you will disappear from your provider's view with a message that your microphone and camera are blocked. If you must move the video away, you can re-enter by touching or tapping to find the app again or by clicking the Quick link sent to your phone or email. If you experience issues connecting after this please contact support by dialing the number listed on the bottom under patient support resources



- Compatible Browsers- Chrome, Firefox, Microsoft Edge, Safari
- Headphones are recommended for best audio

### Additional Information for Samsung Users

- Samsung users may be prompted to download an app or continue via browser.
- For Android Samsung Devices please make sure Chrome is your default browser by following the steps below.
  - Go to Settings > Apps > Choose default apps > Browser > App > select Chrome browser from the list



• If the steps above are not followed you may be required to download Teladoc Health App prior to joining the visit.

## Telehealth Test Link

Patients can test their microphone or camera by selecting the link below. (Please note: This link should only be used to test microphone, camera, or browser.)

- <u>https://webrtc.comm.intouchhealth.com/webrtc/</u>
- If your microphone, camera, or browser do not pass the test please adjust your settings.

### Patient Support Resources

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