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.

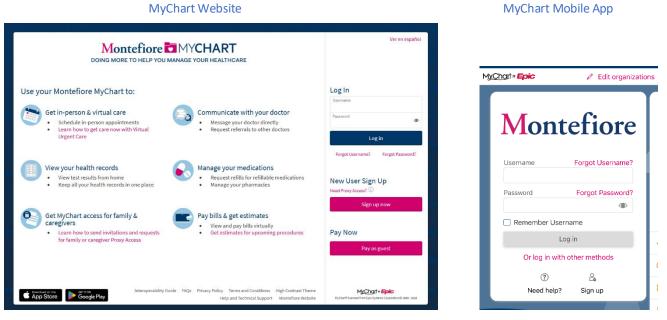
Patient Support for Audio/Video Issues: (866) 977-5837

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

| | MyChart Mobile App | | |
|------------------------------------|---|--|--|
| | | Montefiore | |
| Your Menu | Montefiore MYCHART | Your Menu Q. Search the menu Cancel | |
| Q Search the menu | Visits 🖾 Messages 👗 Test Results 💰 Medications | Find Care | |
| Find Care | | Virtual Urgent Care | |
| Virtual Urgent Care | | Schedule an Appointment | |
| 📑 Schedule an Appointment | | 😵 E-visit > | |
| 🖞 E-Visit | int Missed | 🕅 View Care Team > | |
| 🙀 View Care Team | itefiore MyChart Nov 24 | Search for Provider > | |
| Q Search for Provider | ointment Information: Visit Type: Virtual Urgent Care Video View Message | Communication | |
| Communication | | Messages > | |
| Messages | View All (5) | Ask a Question > | |
| Ask a Question | appointment that needs to be scheduled for your upcoming Screening | Letters > | |
| Letters | 2D. Make sure to schedule it to occur on or before Tuesday August 09, 2022. | Ask the Medical Records Department | |
| Ask the Medical Records Department | View Details | My Record | |
| Eyecare Center | View All (7) | 🔆 COVID-19 > | |
| Eyeglass Prescription | | 🧭 To Do 🛛 刘 | |

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

| Muchart Montefiore MYCHART | M Talk to a Doctor Close R Image: Provide the sector Image: Provide the sector |
|--|---|
| | |
| | |
| Virtual Urgent Care Start over | For any medical emergencies, please call 911 or seek immediate medical attention. Before you begin: If you are looking to see an Urgent Care doctor and do not see your condition listed on the next page, please visit your nearest Urgent Care facility. Click on the following links for more information on |
| For any medical emergencies, please call 911 or seek immediate medical attention. | Montetiore's <u>Emergency Services</u> and <u>Urgent Care</u> <u>Facilities</u> . If you are scheduling this visit for someone other than yourself, the patient must be present for the visit. WHERE ARE YOU CURRENTLY LOCATED? |
| In order to provide you with the most appropriate care, we need to know your current location. Select a Location | most appropriate care, we need to know your current location. Select a Locarion Country United States of America |
| Country *State or territory New York Confirm | *State or territory New York O |

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)

MyChart Website

MyChart Mobile App

| ontefiore MYCHART | | |
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| Menu 🚺 Visits 🗹 Messages | Lest Results 💧 Medications | |
| /irtual Urgent Care | | Start over |
| Location Edit + Reason for visit New York | Connect using A Providers | Time Summary |
| Nhat brings you here today? | | |
| Allergies Seasonal, Minor Allergic Reactions → | Behavioral Health Concerns For anxiety, depression, stress, emotional distress - Not Solely for outpatient referrals. If you are having thoughts of harming yoursel for others or you have lost touch with reality, seek care at an emergency room or call 911 now. | Burns & Cuts Minor Abrasions, Burns, Cuts, Lacerations → |
| Cough, Cold & Sore Throat Fever, Upper Respiratory Infections → | Eye Not for patients that wear contact lenses. Only for non-injury: Sinus, Itchy Eye, Red Eye, \rightarrow Pink Eye or Stye | Headache → |
| Health Screening: Infectious Disease Review Vaccine & Testing Opportunities for Flu, Covid-19, Monkeypox → | Health Screening: Sexually Transmitted Disease Hepatitis, HPV, HIV (Testing and Post- Exposure Prophylaxis) | Muscle & Joint Pain Back, Arm, or Leg Pain, Strains, Sprains → |
| Rash & Skin Issues Rash, Bug Bites, Bumps → | Urinary Frequent or Painful Urination, Urinary Tract \rightarrow Infection (UTI) | |

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|---|--|---|----------------------------------|--------|
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| Not for pa non-injury Headach Health S Review Va Influenza, | : Sinus, Itchy he screening & | V Eye, Red Ey C Testing ing Opportu PV, HIV (Tesl | | r Stye |
| Not for pa non-injury Headach Health S Review Va Influenza, Exposure Burns & | y: Sinus, Itchy ne Ccreening & Accine & Test Hepatitis, Hi Prophylaxis) | v Eye, Red Ey t Testing ing Opportu PV, HIV (Test | nities for Cov | id-19, |

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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|---|--|---|-------------|------|------------|
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| Menu 💿 Visits | Messages | Test Results 💧 Me | dications | | |
| Virtual Urgent Care | | | | | Start over |
| Cocation Edit New York | Reason for visit Edit Stomach & Abdomen | Connect using | A Providers | Time | Summary |
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| camera, micropho try using the mobil • Select an area t | ne, and speaker. If yo le app. hat gives you privacy | e sure your computer ha u don't meet these requ for your video visit. This will improve your a | irements, | | |
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| Camera Mic | rophone Spe | aker | | | |

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

| MyChart Website | MyChart Mobile App | | |
|---|--|--|--|
| MyChart | Edit Edit | | |
| Virtual Urgent Care Start over | | | |
| Location Edit New York Reason for visit Edit Stomach & Abdomen Connect using Edit My computer Providers Time Summary Who would you like to talk to? | 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.

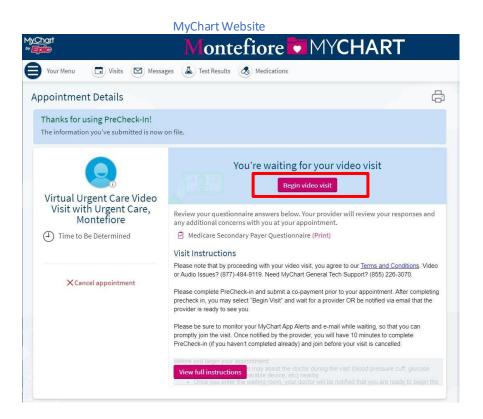
If you're scheduling from a mobile device and have push notifications enabled for MyChart, you will receive a push notification.

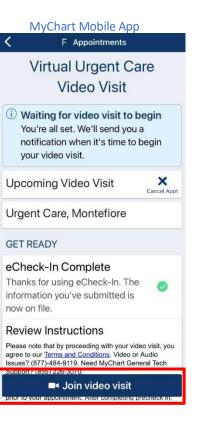
| MyChart Website | | | MyChart Mobile App | | | |
|---|---|------------|-----------------------|---|----------------|-------|
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| Virtual Urgent Care | | Start over | YOU'RE ALM | IOST THERE! | | |
| Vou're almost there! | Connect using Edit My computer My computer My computer My computer My computer My computer My computer My computer My computer | ummary | N | ext availabl Montefior | rePOC | er |
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| Next available provider MontefioreTST & Stomach & Abdomen | How would you like to be notified when your doctor is ready? Email me: | | | | | |
| | Schedule | | | Sched | dule | |

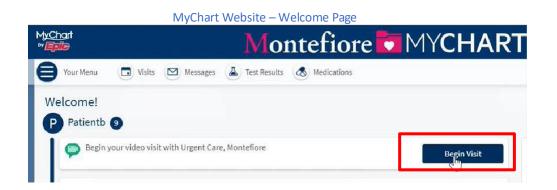
9. Review the Visit Instructions and then click PreCheck-in to complete the registration process. ***You must complete PreCheck-In to proceed to the Virtual Urgent Care visit**

| | MyChart Website | | N | /lyChart Mobile App |) |
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| MyChart Preside | Montefiore | < Montefiore | | | |
| 😝 Menu 🗔 Visits 🖂 Messages | Lest Results Medications | | Virte | ual Urgent Care Video | Visi |
| Appointment Details | \searrow | ج | You | neck-In Required must complete eCheck-In before joinir o visit. | ng this |
| | Get ready | / for your visit! | | Start eCheck-In | |
| Virtual Urgent Care Video Visit with Urgent Care, Montefiore Time to Be Determined | PreCheck-In PreCheck-in now, before your visit! **IMPORTANT - You MUST complete PreCheck-in BEFORE joining the video visit** | Begin video visit Once PreCheck-In is complete, start your video visit with the button. | Upcorr Urgent GET REA | eCheck-In Required You must complete eCheck-In before joining this video visit. Go to eCheck-In | ncel A |
| X Cancel appointment | Visit Instructions Please note that by proceeding with your video vis Issues? (877)-484-9119. Need MyChart General Te | iit, you agree to our <u>Terms and Conditions</u> . Video or Audio ect, Support? (855) 226-3070. | some of y | Not Now e at your appointment by updating your information now. | e/ Begi |
| | in, you may select "Begin Visit" and wait for a provi see you. Please be sure to monitor your MyChart App Alerts | yment prior to your appointment. After completing precheck ider OR be notified via email that the provider is ready to s and e-mail while waiting, so that you can promptly join ve 10 minutes to complete PreCheck-in (if you haven't ncelled. | Please no agree to o Issues? (Support? Please co prior to yo you may | termination of the second seco | udio ral Tech -payme echeck i vider Of |
| | Before you begin your appointment. View full instructions Petc) nearby • Once you enter the waiting room, your doct | | | ■4 Join video visit | |

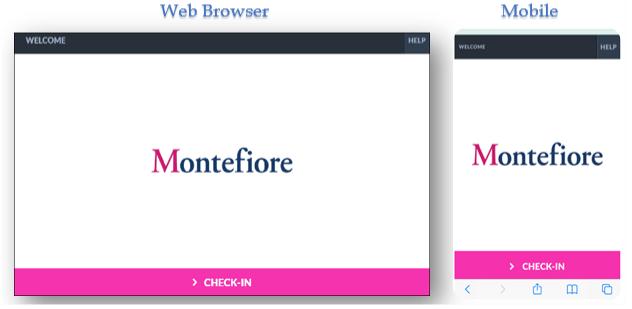
10. Click to begin your Virtual Urgent Care visit





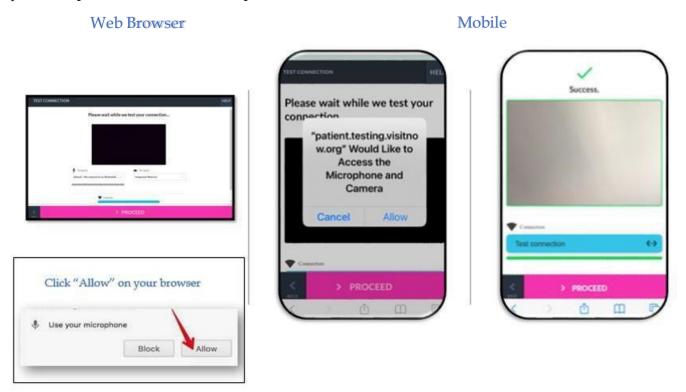


11. Once the program launches on the computer or mobile browser, click CHECK-IN

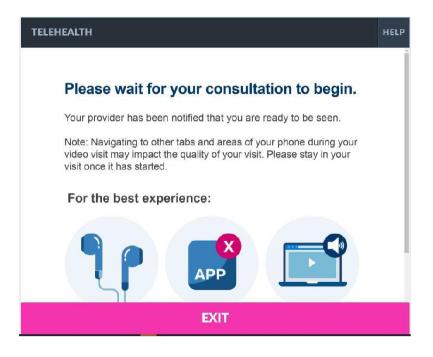


12. Test the microphone and web camera, then click PROCEED

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

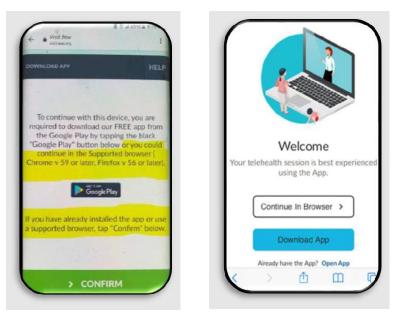
- It is important to make sure that you have allowed access to camera and microphone when launching your visit. If you do not click "Allow" you or your provider may not be able to see or hear each other.
- Please note: If you double tap or move the video away (e.g. to access another app or go to settings), 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



 $\circ~$ 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.)

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

Patient Support Resources

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