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 Website	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 >
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🖓 View Care Team	tefiore 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	12D. 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 👌

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

MyChart Website		MyChart Mobile App
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Anu 🗇 Visits 🖂 Me		A 🕂 L 🕘 💷
Virtual Urgent Care		Start over Before you begin: If you are looking to see an Urgent Care doctor and
Before you begin: 1. If you are looking to see an Urgent Ca 2. Click on the following links for more	for visit Connect using Providers Time Sur e call 911 or seek immediate medical attention. are doctor and do not see your condition listed on the next page, please visit your nearest Urgent C information on Montefiore's <u>Emergency Services</u> and <u>Urgent Care Facilities</u> . meone other than yourself, the patient must be present for the visit.	mmary 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 Montefiore's Emergency Services and Urgent Care Facilities. If you are scheduling this visit for someone other than yourself, the patient must be present for the visit. are facility. WHERE ARE YOU CURRENTLY LOCATED?
Where are you currently locat	ted? The most appropriate care, we need to know your * State or territory	In order to provide you with the most appropriate care, we need to know your current location. Select a Location Country United States of America *State or territory New York Confirm

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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Virtual Urgent Care				Start over
Location Edit New York Reason for visit Edit Stomach & Abdomen	Connect using	A Providers	(I) Time	Summary
Which of the following would you li	ke to use for your video	visit?		
My computer Mobile app				
Before you sign up for a video visit camera, microphone, and speaker try using the mobile app.				
 Select an area that gives you p Please wear headphones if post 		ability to hear		
your doctor.			G.	
Q Y				
Camera Microphone	Speaker			
Okay				

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

MyChart Website	MyChart Mobile App
MyChart * Test Results Medications	Mile to a Doctor Close Lost Edit WHO WOULD YOU LIKE TO TALK TO?
Virtual Urgent Care Start over	
Location Edit New York New York Reason for visit Edit Stomach & Abdomen Connect using Edit My computer Providers Ime Summary	Next available provider Put me in line
Who would you like to talk to?	

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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Appointment Details	\mathbf{N}	÷		eck-In Required nust complete eCheck-In before joinin visit.	g this
Virtual Urgent Care Video Visit with Urgent Care, Montefiore Time to Be Determined	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 Tecl, 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. Elefore you begin your appointment. View full instructions • Choce you enter the waiting room, your doctor will be notified that you are ready to begin the.		some of yc Review I Please no agree to o Issues? (6 Support? 1 Please coo prior to yo you may s	Not Now at your appointment by updating ur information now. Instructions te that by proceeding with your video ur <u>Tams and Conditions</u> . Video or Au 777)-484-9119. Need MyChart Gener (855) 226-3070. mplete PreCheck-in and submit a co- ur appointment. After completing pre- videot 'Begin Visit' and wait for a prov vide enail that the provider is ready to Instructions	udio al Tech payment check in, rider OR

10. Click to begin your Virtual Urgent Care visit

MyChart Website		
Montefiore MYCHART		
🖨 Your Menu 🗔 Visits 🖂 Messag	es 🔺 Test Results 🔕 Medications	
Appointment Details		
Thanks for using PreCheck-In! The information you've submitted is now o	n file.	
Virtual Urgent Care Video Visit 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. Medicare 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. • Once 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.)

- 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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