

MyChart Video Visits

Introduction

Montefiore is providing our patients with the ability to have video visits with your provider using our patient portal. MyChart video 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.

MyChart Patient Support line: (855) 226-3070

****Please note:** For these visits to be scheduled, you must contact your doctor's office to schedule an appointment. You will be asked to give verbal consent during scheduling and again when you present for your appointment.

Accessing your Video Visit

1. Access your account by logging into your MyChart Application on your phone, or if using a laptop or desktop go to mychart.montefiore.org.
2. Log into MyChart. (If you do not have a MyChart account please select Sign Up Now and follow the steps)

[MyChart Website](https://mychart.montefiore.org)

[MyChart Mobile App](#)

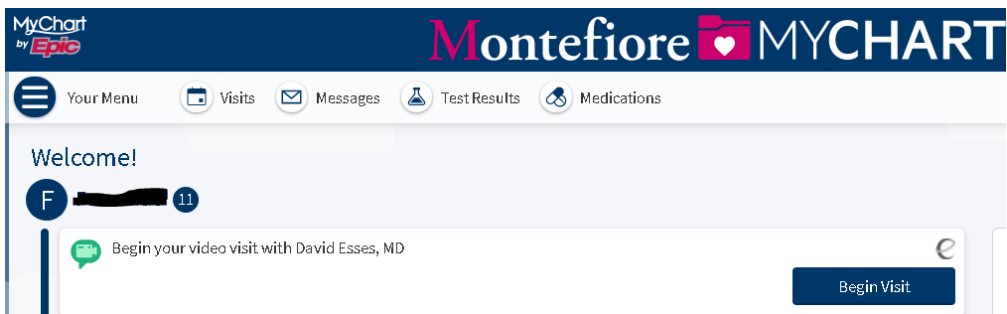
3. Once you are logged into your MyChart account, there are two ways to access the video visit.

MyChart Video Visits Guide

Option 1: On the Home screen, click the visit alert link to quickly jump into the video visit.

MyChart Mobile App

MyChart Website



If you are entering through **Option 1** on the MyChart Web, jump to Step #7.

Option 2: Go to Appointment Details:

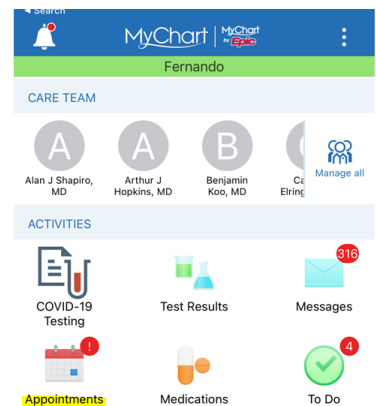
4. Click **Visits** at the top of the page

4b. On the mobile app, find Appointments

MyChart Website



MyChart Mobile App



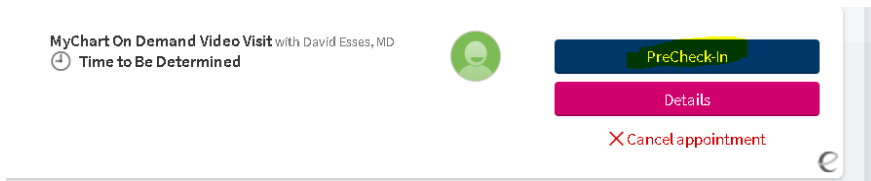
MyChart Video Visits Guide

5. In the Upcoming Visits section, you have the option to select **PRECHECK-IN** to review medical information, update allergies and medications, sign documents, and fill out questionnaires, etc.

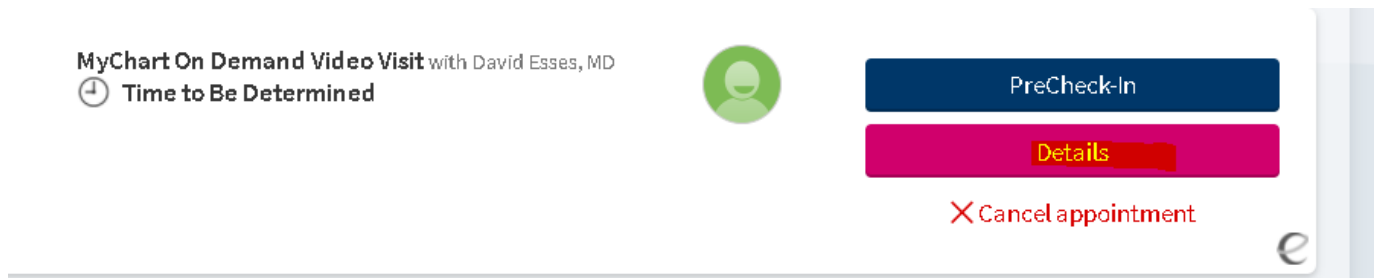
5b. On the **mobile app**, find PreCheck-in ✓

MyChart Mobile App

MyChart Website

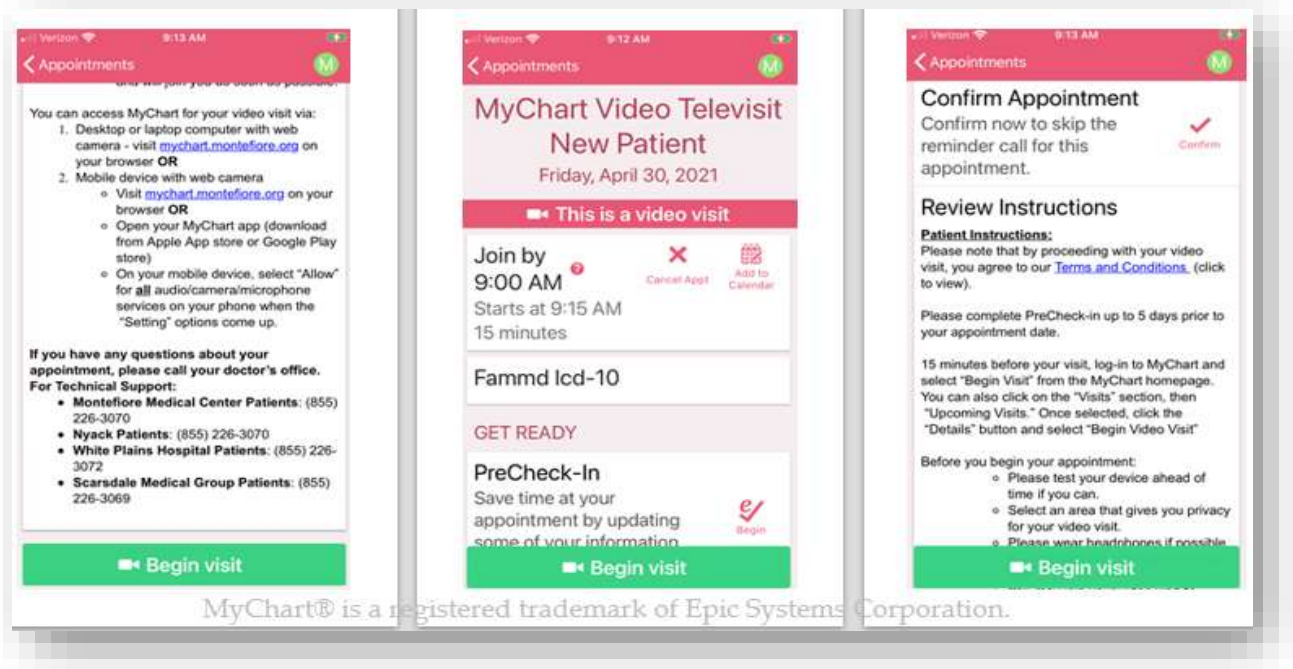


6. Next select **DETAILS**.

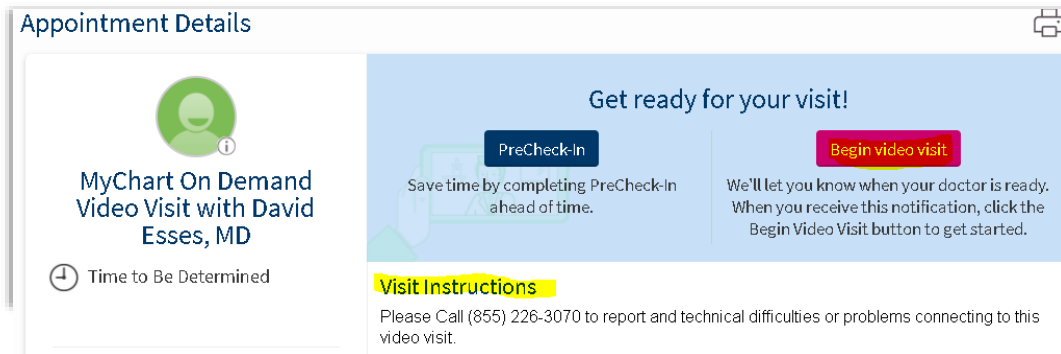


6b. The **MyChart mobile app** also gives you the option to confirm and precheck-in. From here you can read through the Patient Instructions and click **Begin visit** to proceed.

MyChart Video Visits Guide

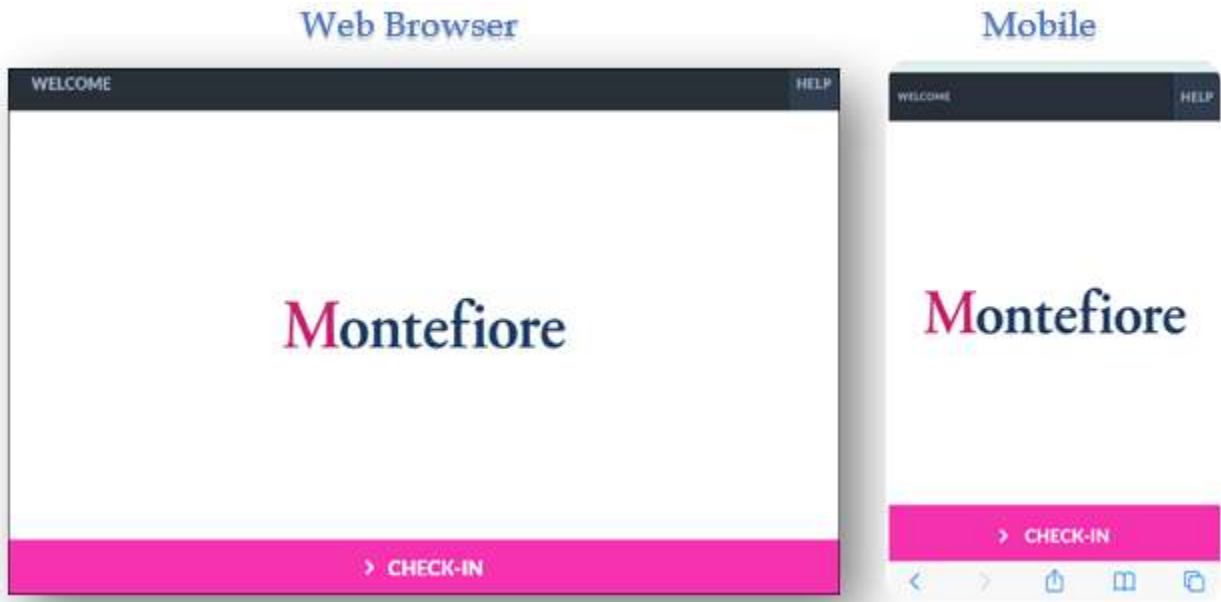


7. On the **MyChart Website**, the visit instructions are shown under the **Begin Video Visit** button. Select this button to proceed.



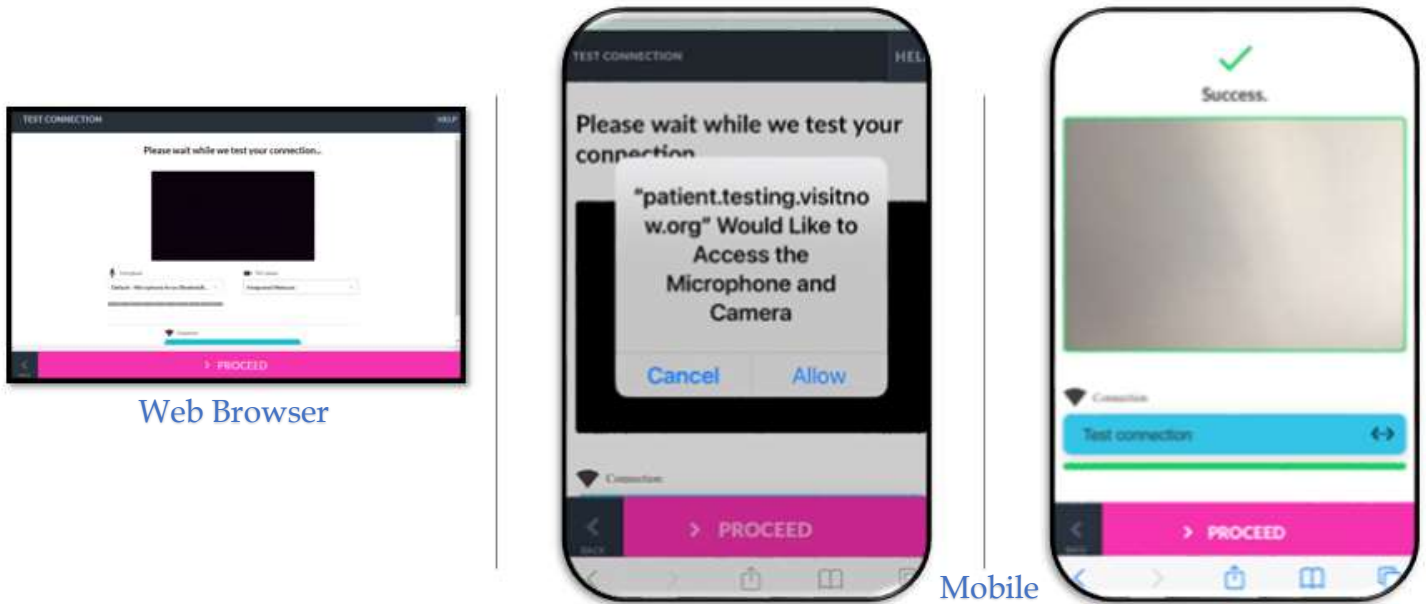
PLEASE NOTE: You can only select “Begin Video Visit” 15 minutes before your appointment start time, and 15 minutes after your appointment start time. If you arrive outside of these times, you will not have the option to begin your visit.

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



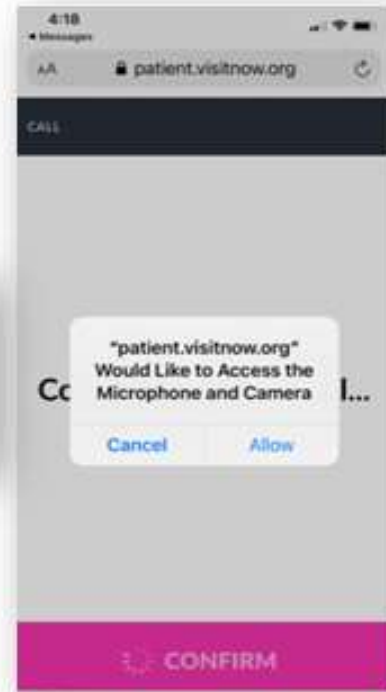
9. Test the microphone and web camera, then click **PROCEED**.

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/mic).



10. As also shown above, you must click the **Allow** button on your Computer or mobile device to proceed.

Click "Allow" on your browser



Click "Allow" on your mobile

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

MyChart Website

TELEHEALTH HELP

Please wait for your consultation to begin...

We have notified the medical professional that you are ready to be seen, please remain on this page until they join the call. Thank you.

- Navigating To Other Tabs and Areas of your phone during your video visit may impact the quality of your visit. Please stay in your visit once it has started.
- For best experience:
 - o Use headphones
 - o Close all apps on your phone that may use audio or microphone.
- Audio or Video Issues? Contact 877-484-9119
- Please be aware of any co-payment, co-insurance, or data charges that may apply during this visit

EXIT

MyChart Mobile

TELEHEALTH HELP

Please wait for your consultation to begin...

We have notified the medical professional that you are ready to be seen, please remain on this page until they join the call. Thank you.

EXIT

Additional Tips

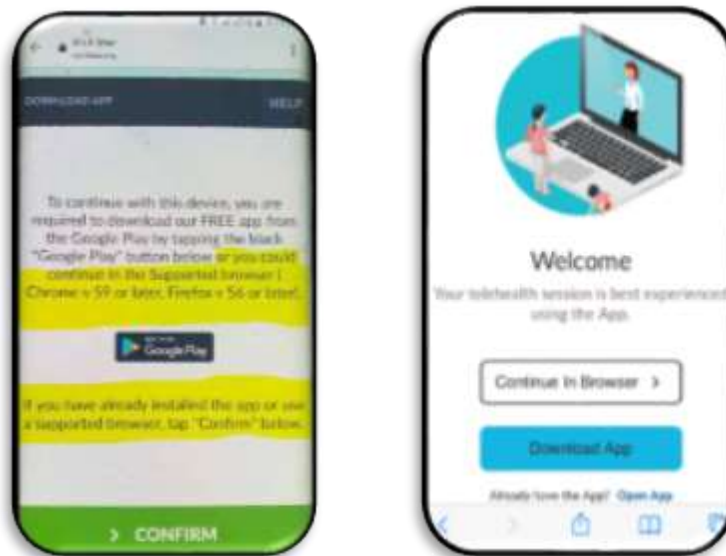
- It is important to make sure that you have allowed access to camera and microphone when launching your visit. If you do not click “**Allow**” you or your provider may not be able to see or hear each other.
- **Please note:** If you double tap or move the video away (e.g. to access another app or go to settings), you will disappear from your provider’s view with a message that your mic 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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