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

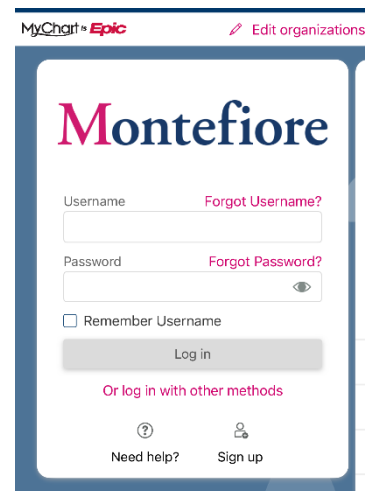MyChart Patient Support line: (855) 226-3070

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 mychart.montefiore.org.

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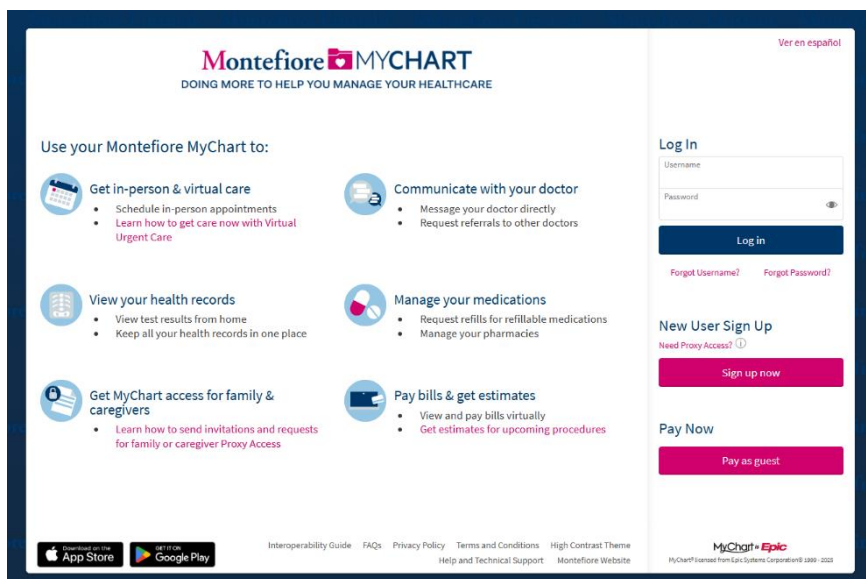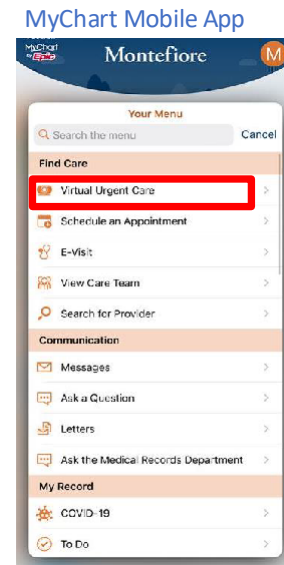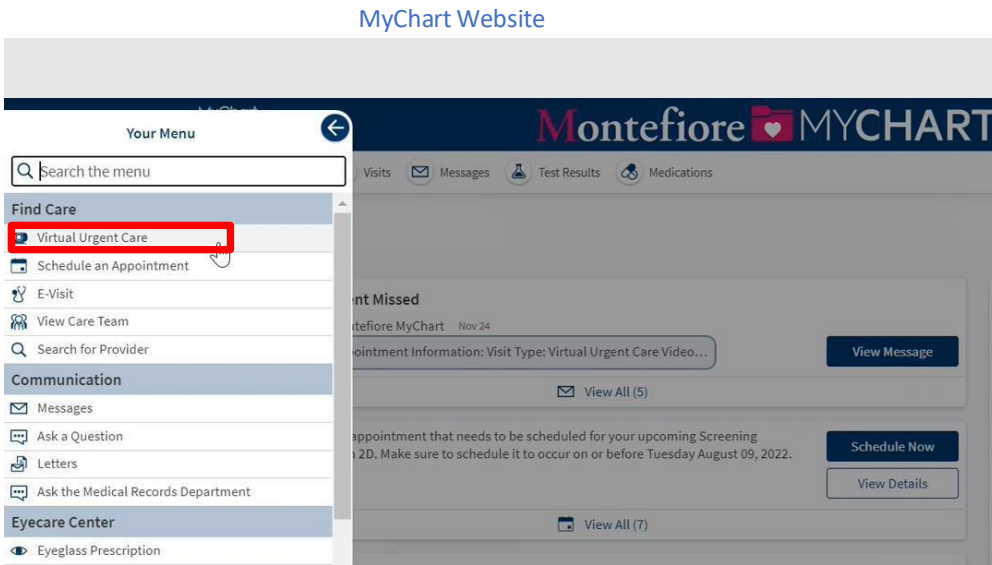
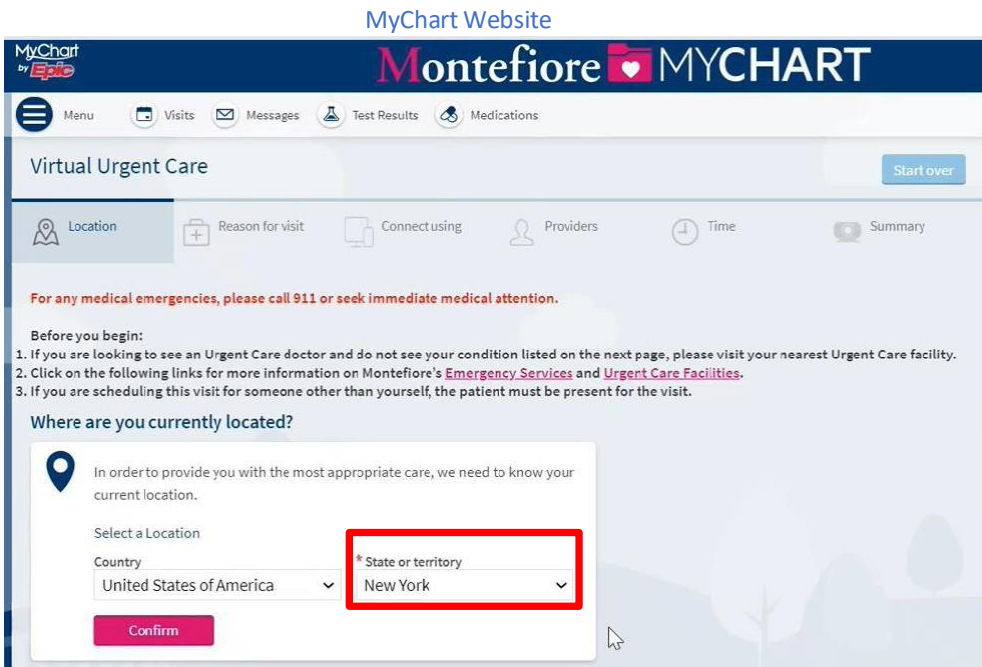MyChart Website   MyChart Mobile App

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

MyChart Website

MyChart Mobile App
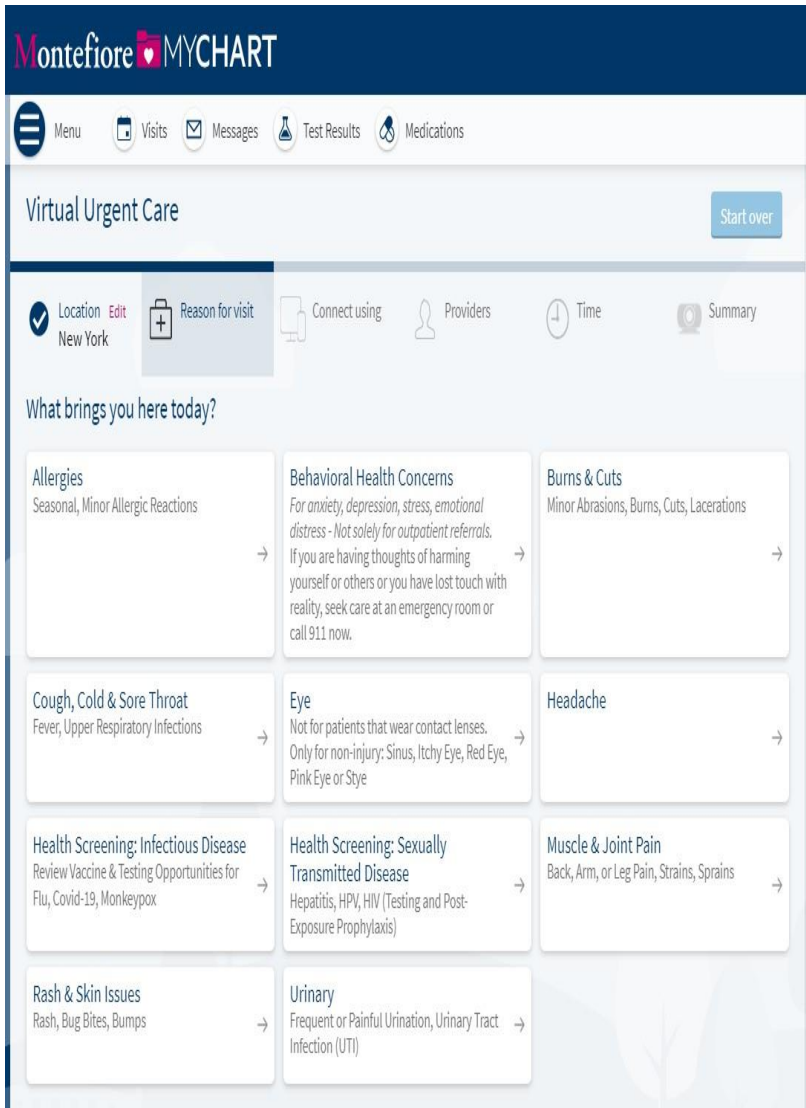

4. Verify the state you are currently located in
Note: Virtual Urgent Care visits are currently only available to patients located in New York state

MyChart Website

MyChart Mobile App

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)
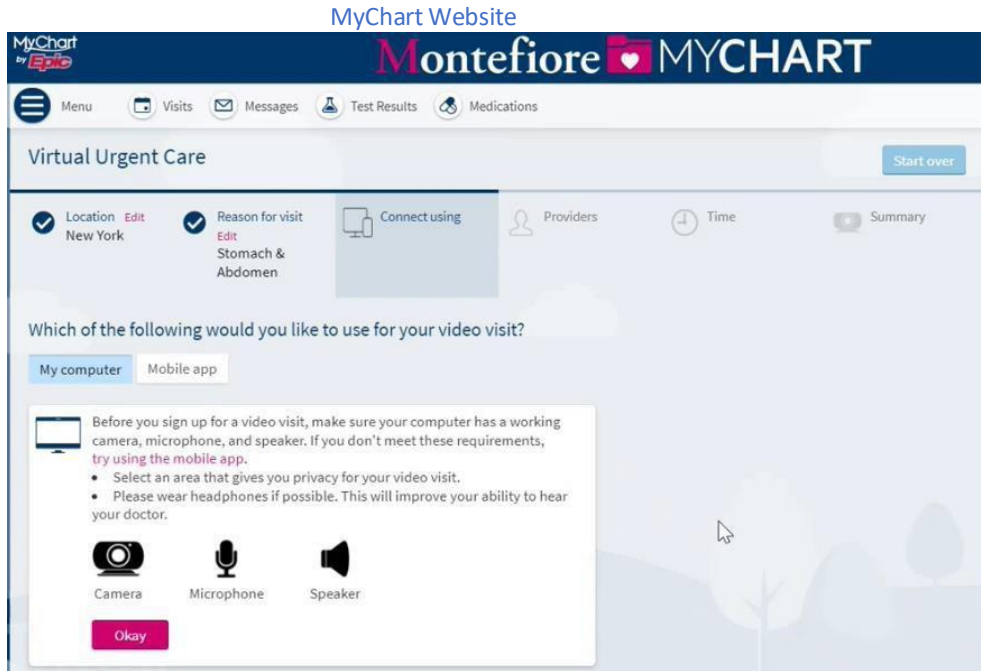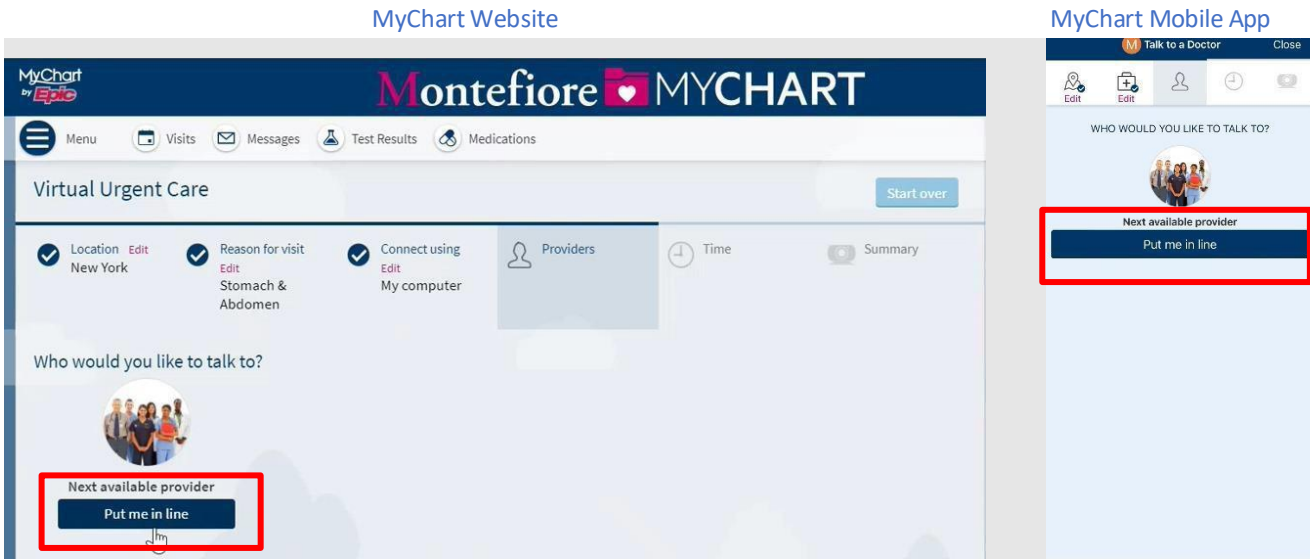
MyChart Website

MyChart Mobile App

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

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

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.

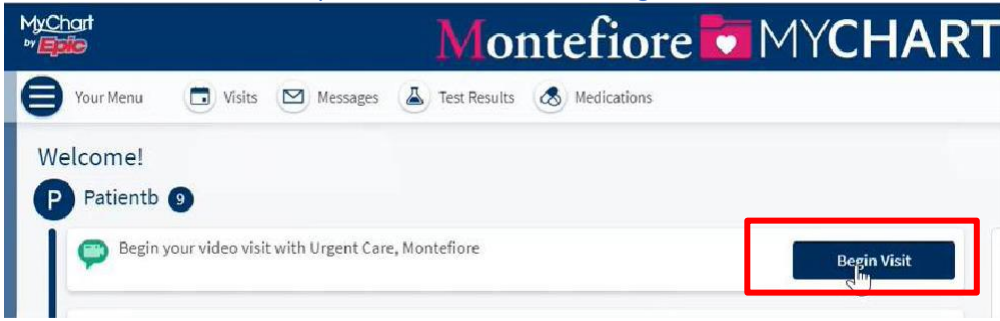MyChart Website   MyChart Mobile App
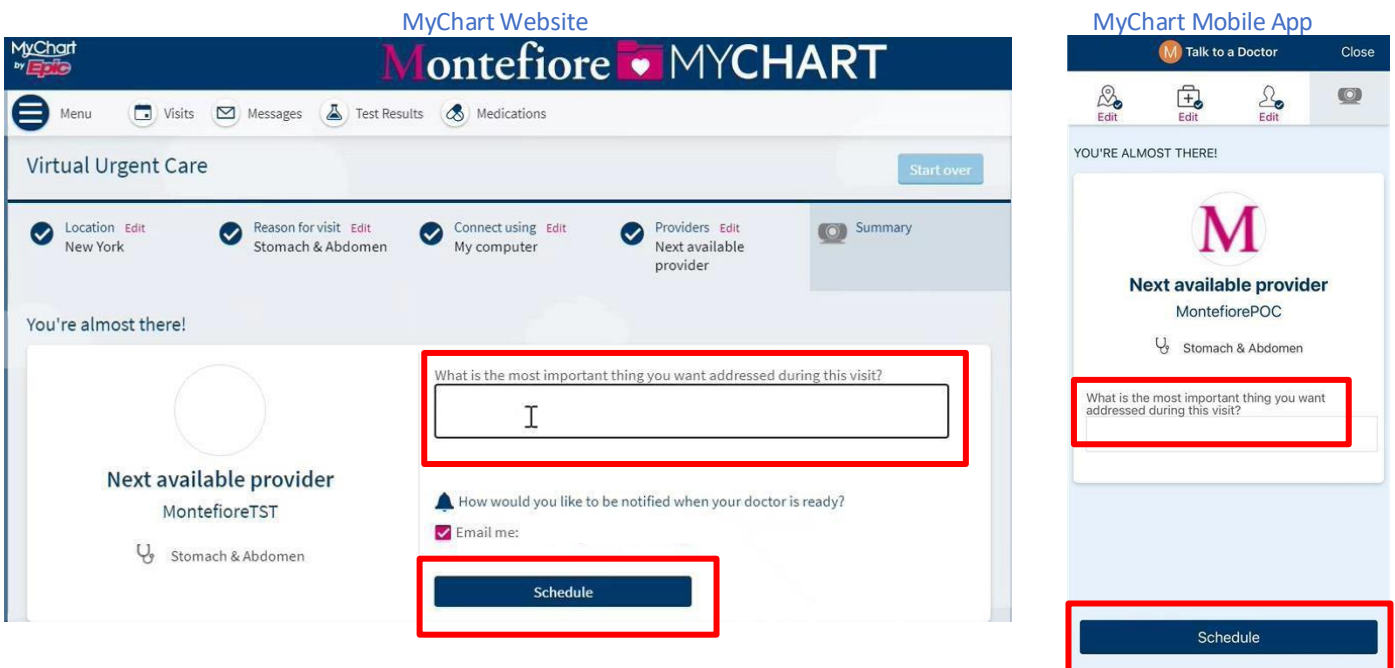
9. Review the Visit Instructions and then click PreCheck-in to complete the registration process.
*You must complete PreCheck-In to proceed to the Virtual Urgent Care visit

MyChart Website

MyChart Mobile App
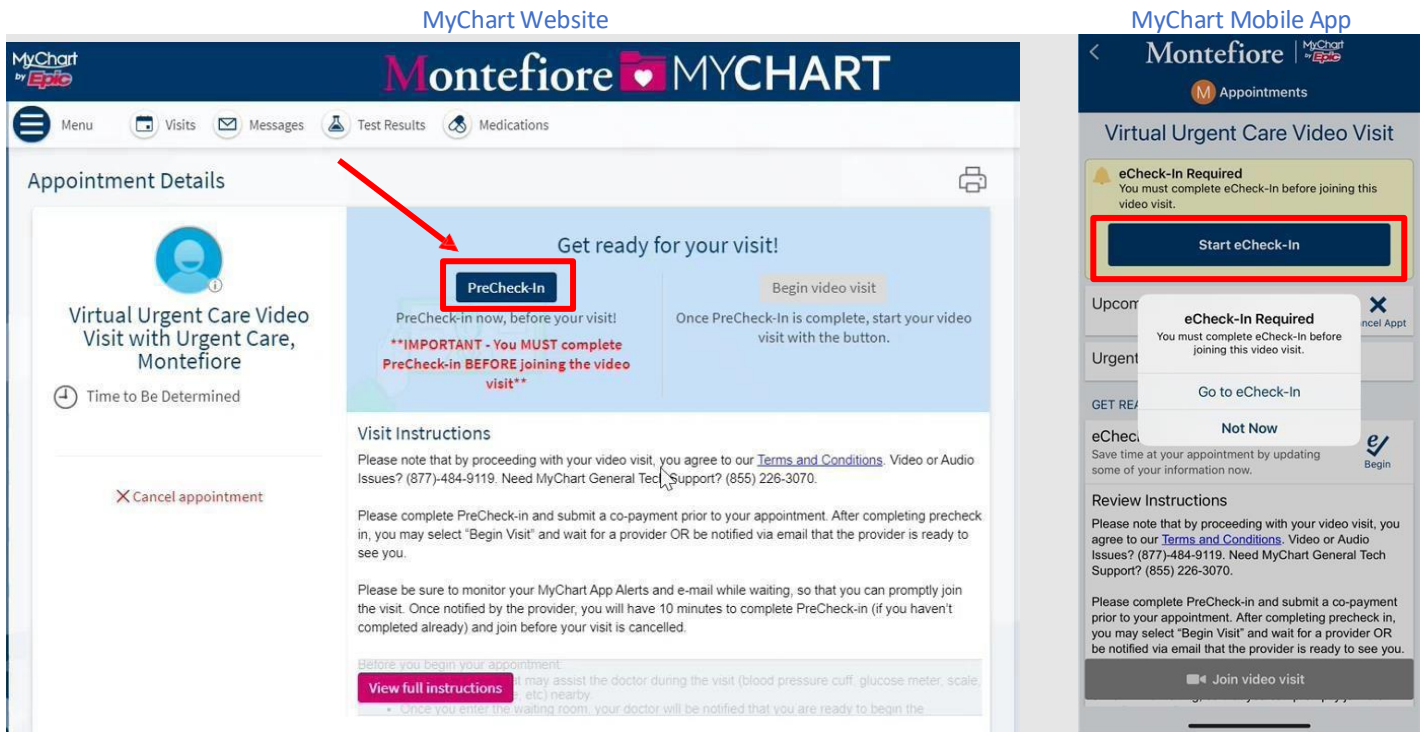
10. Click to begin your Virtual Urgent Care visit

MyChart Website

MyChart Mobile App
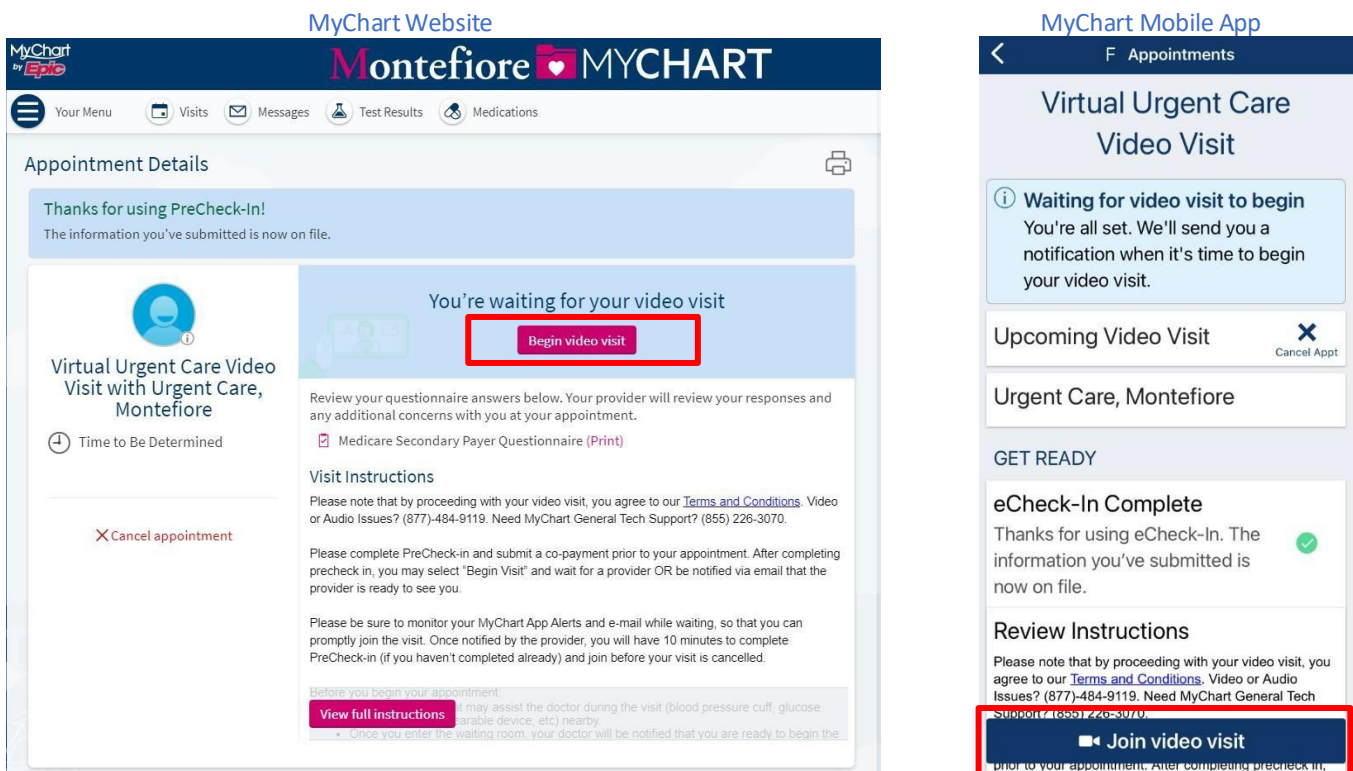
11. Once the program launches on the computer or mobile browser, click **CHECK-IN**
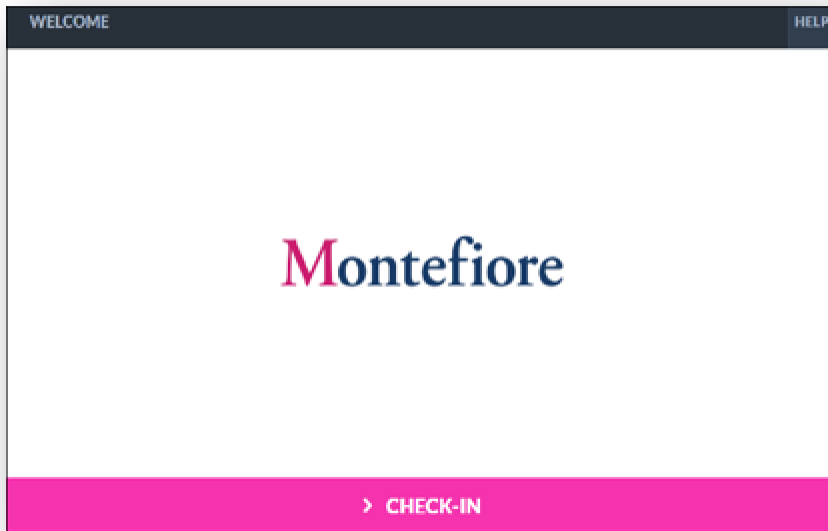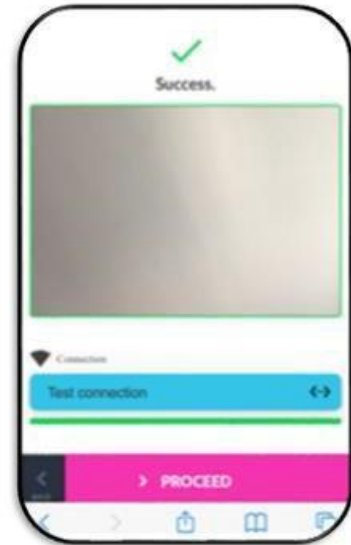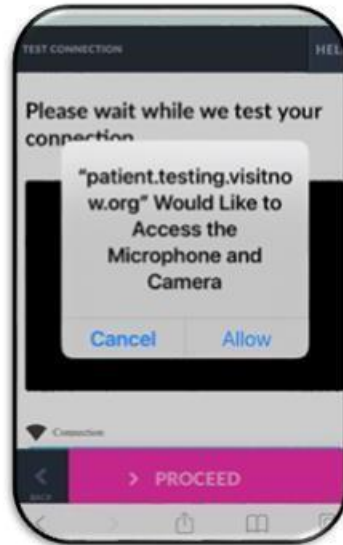
12. Test the microphone and web camera, then click **PROCEED**

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

Web Browser   Mobile
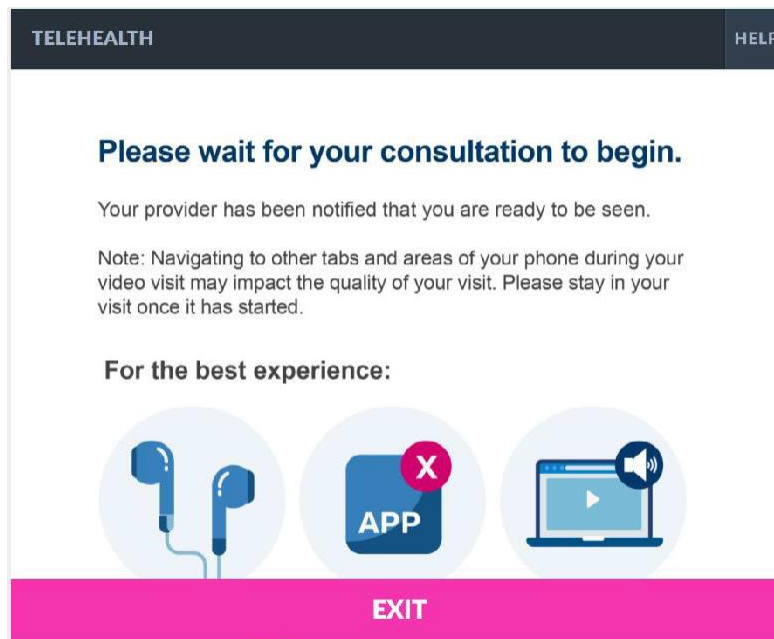

13. You are now in the virtual waiting room waiting for the provider to connect

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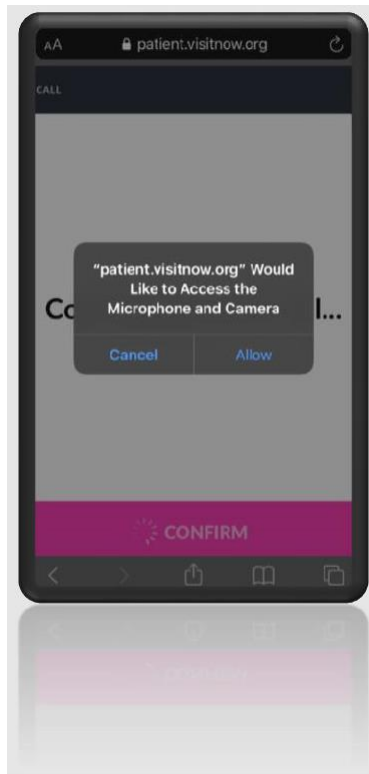
- Compatible Browsers- Chrome, Firefox, Microsoft Edge, Safari
- Headphones are recommended for best audio

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.

    o **Go to Settings > Apps > Choose default apps > Browser > App > select Chrome browser from the list**
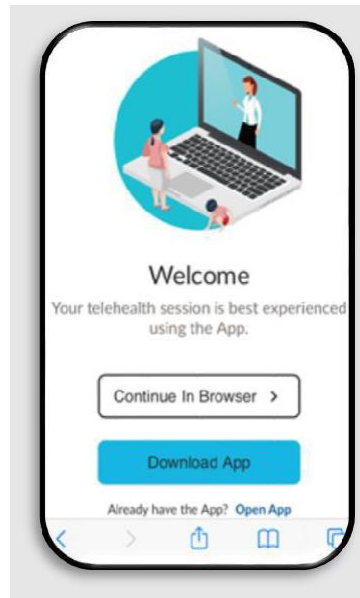
    o **If the steps above are not followed you may be required to download Teladoc Health App prior to joining the visit.**

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