

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: (866) 977-5837

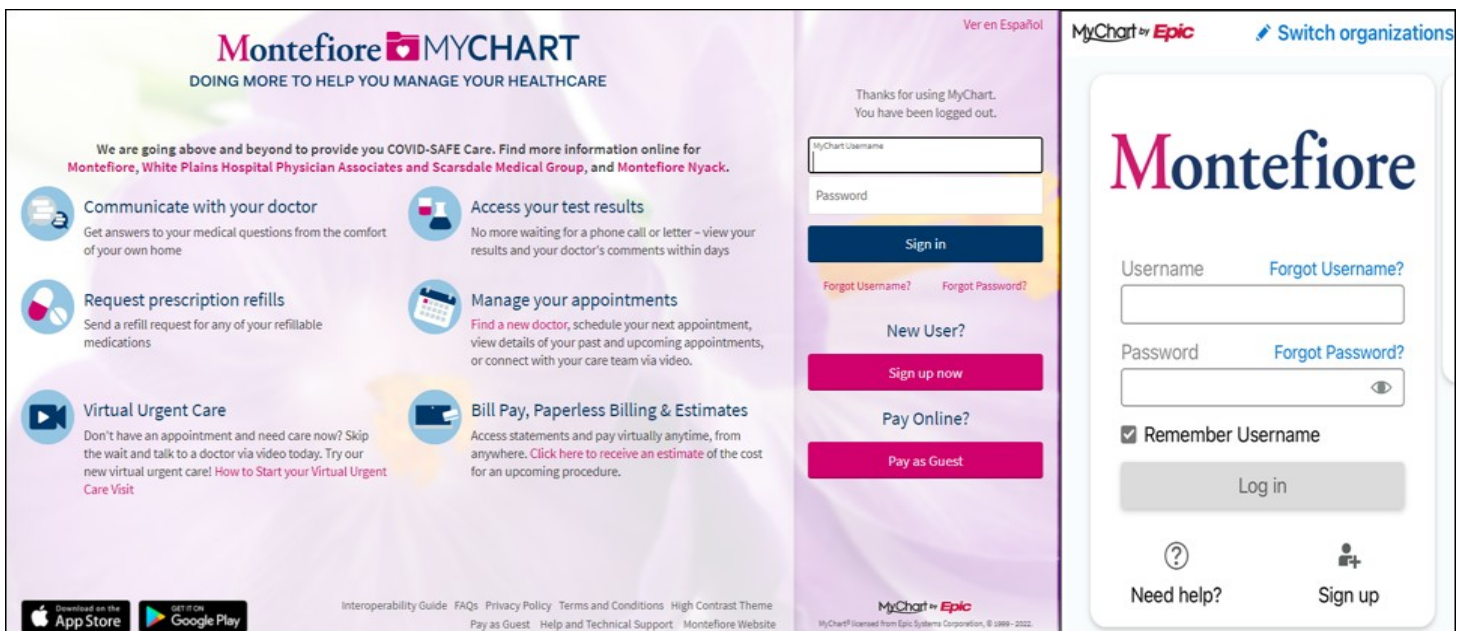
****Please note:** For these visits to be scheduled, you must contact your doctor’s office to schedule an appointment. You will be asked to give verbal consent during scheduling and again when you present for your appointment.

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)

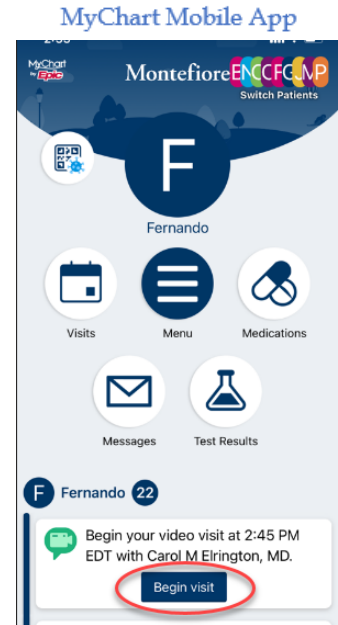
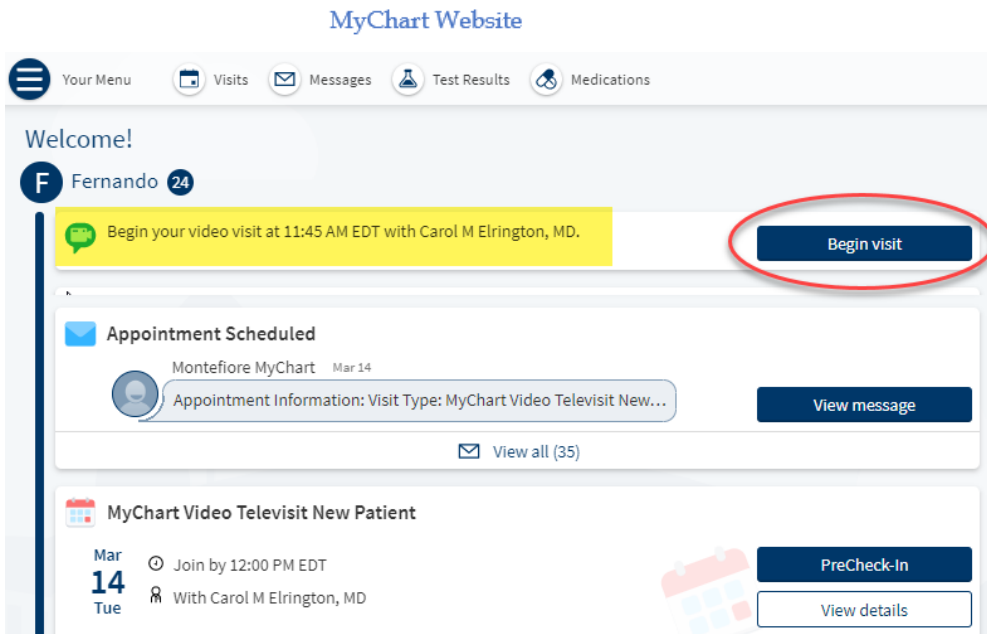
MyChart Website

MyChart Mobile App

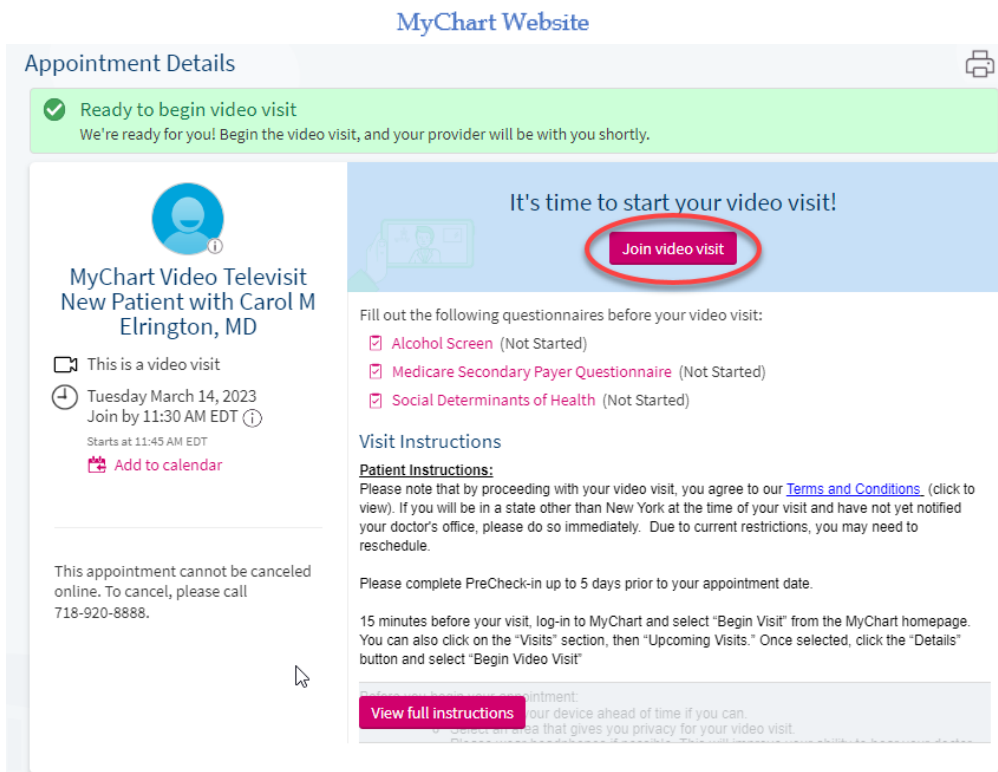


3. Once you are logged into your MyChart account, there are two ways to access the video visit:
 1. 15 minutes or less before appointment start time (click visit alert link- Begin visit)
 2. 16 minutes or more before appointment start time (click View details)

Option 1: From the Welcome screen, click the visit alert link- **Begin visit** (it will only appear 15 minutes before the appointment start time) to quickly jump into the video visit.

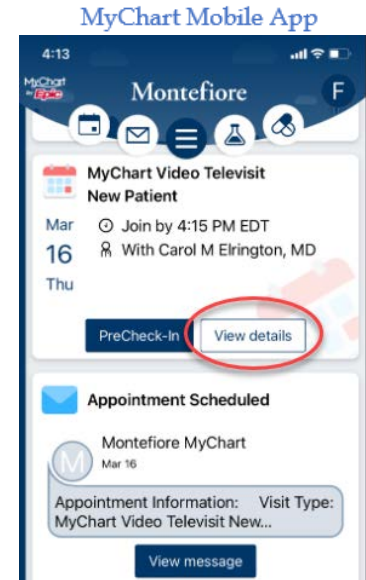
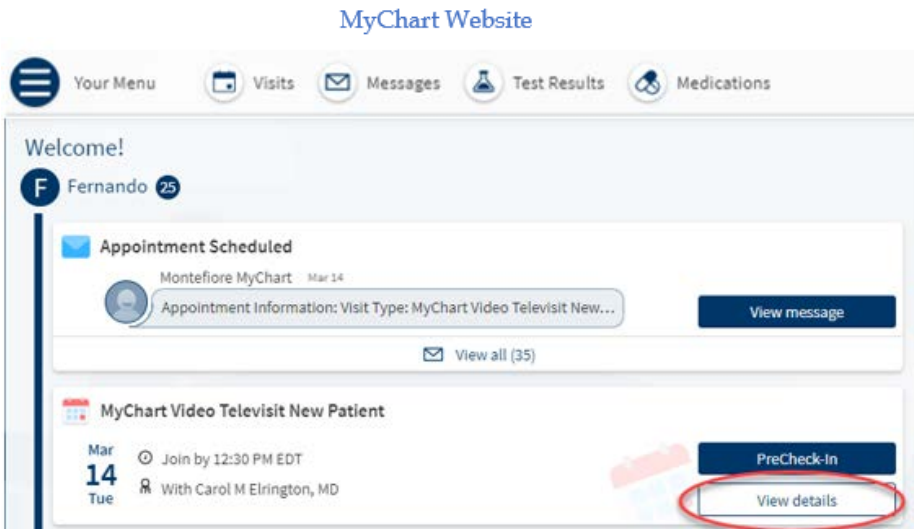


Select **Join video visit** to proceed. Please be sure to read the Visit Instructions.



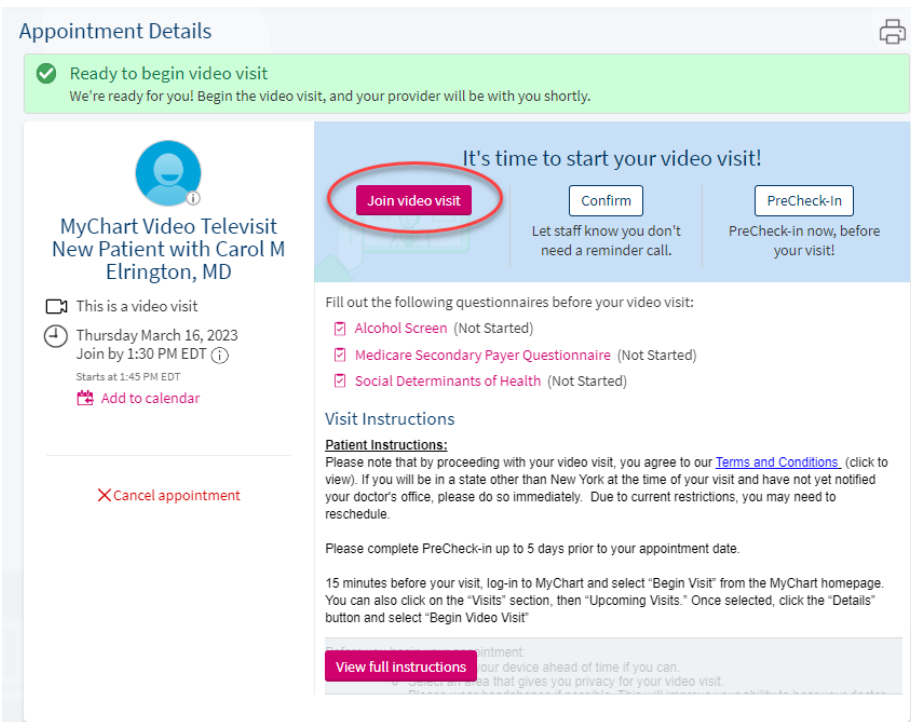
Option 2: From the Welcome screen you can click **PreCheck-In** to review medical information, update allergies and medications, sign documents, and fill out questionnaires, etc.

To begin the video visit click **View details**. (You can get to these options by also clicking **Visits** from the top toolbar).

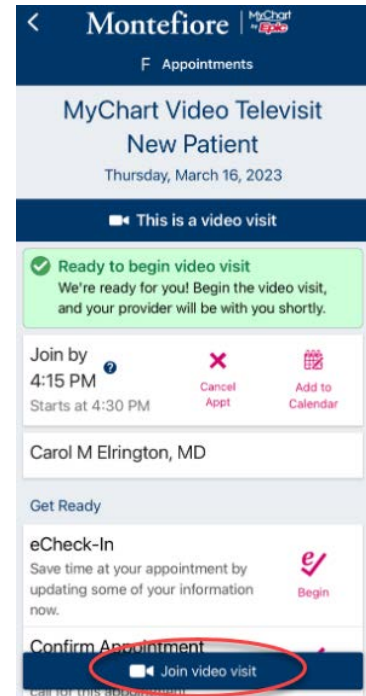


From the Appointment Details page, you can click **Join video visit** if the button is pink (15 minutes before your appointment start time up to 15 minutes after your appointment start time. If the button is not pink, refresh your screen). If you arrive outside of these times, you will not have the option to begin your visit.

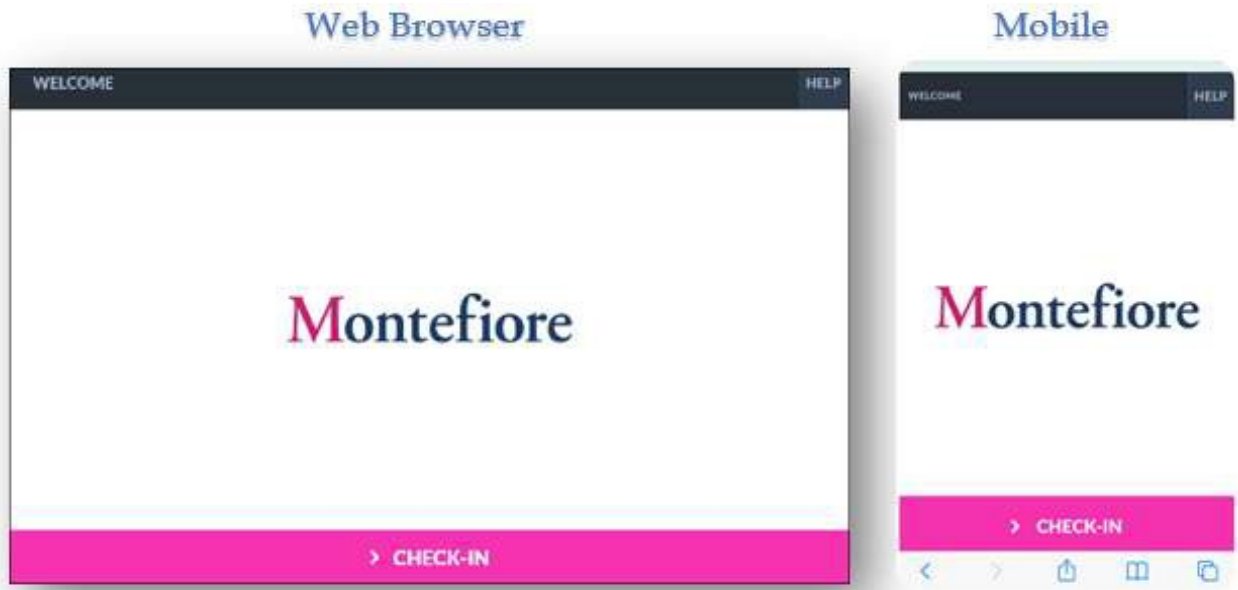
MyChart Website



MyChart Mobile App

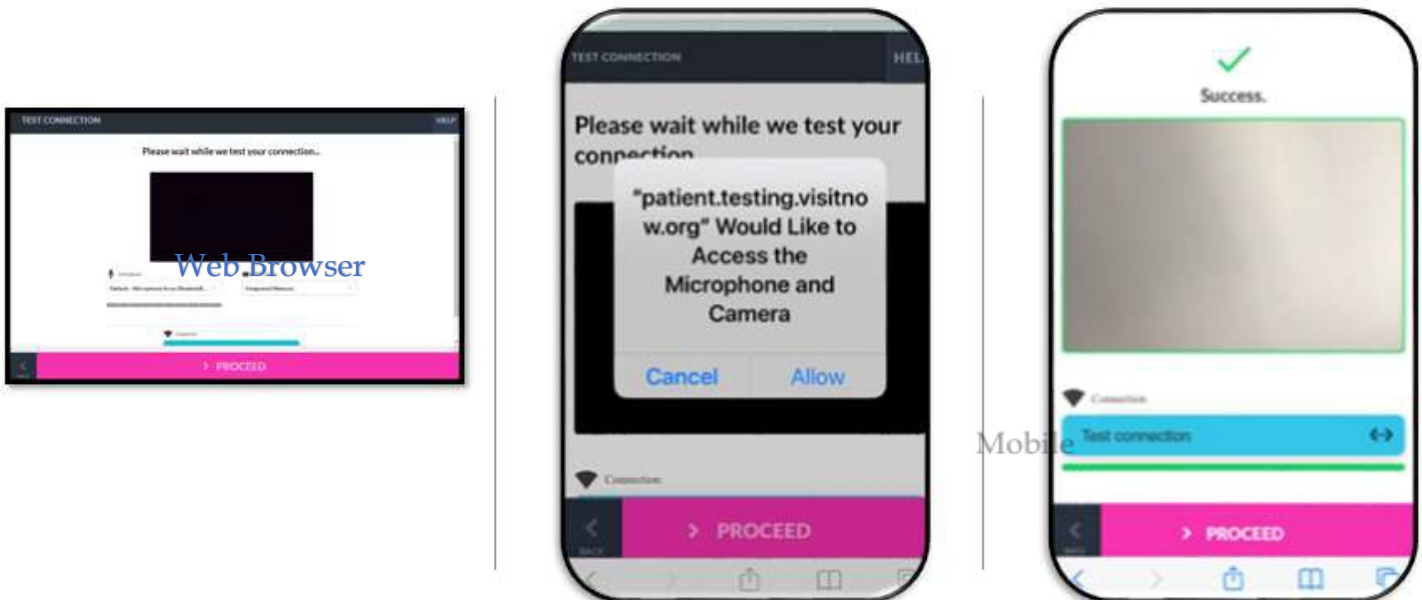


- Once the program launches on the computer or mobile browser, click CHECK-IN

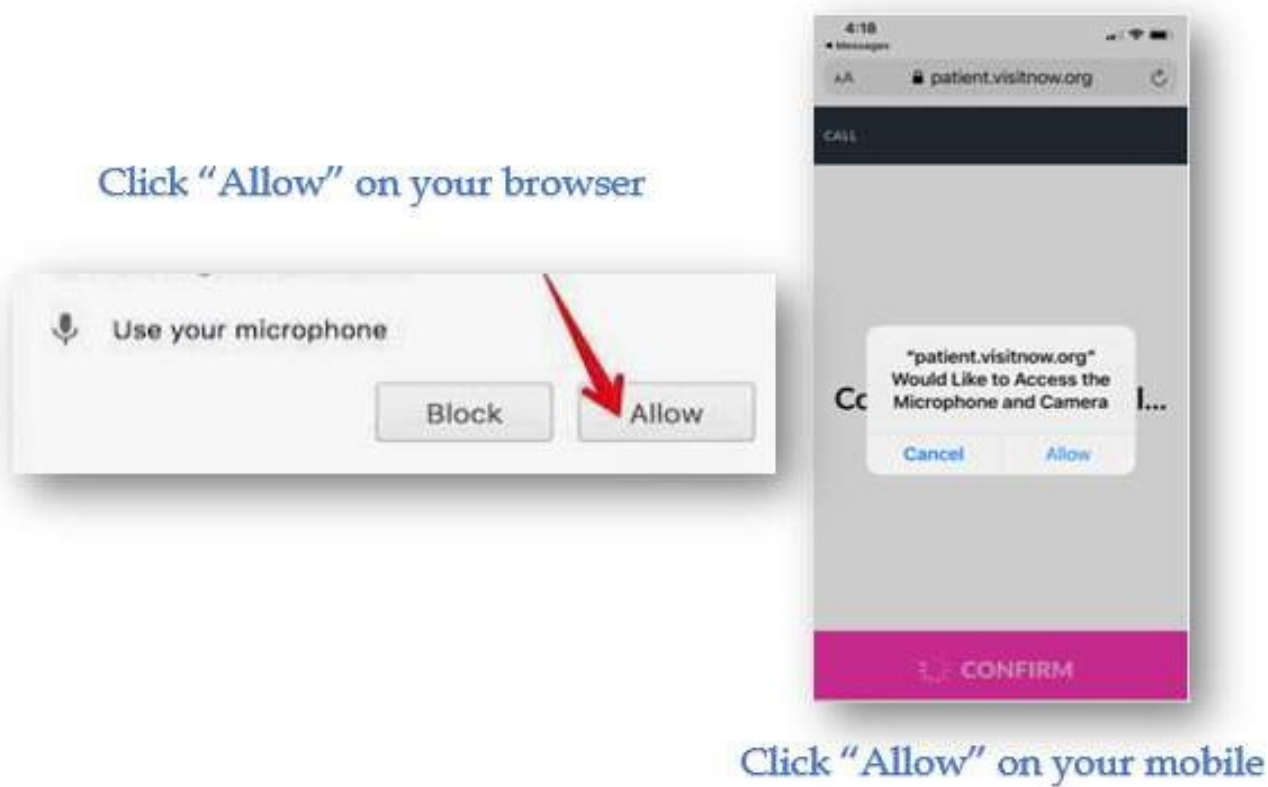


- Test the microphone and web camera, then click **PROCEED**.

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).



- 6. As also shown above, you must click the Allow button on your computer or mobile device to proceed.



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



Additional Tips

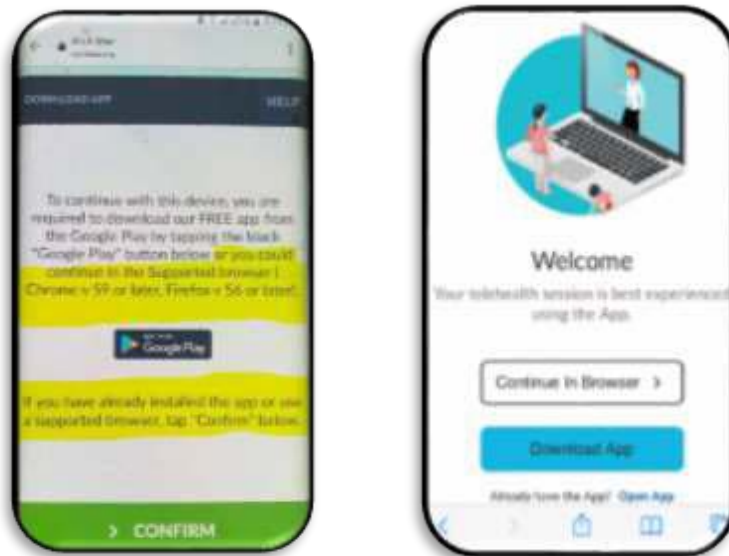
- It is important to make sure that you have allowed access to camera and microphone when launching your visit. If you do not click “**Allow**” you or your provider may not be able to see or hear each other.
- **Please note:** If you double tap or move the video away (e.g., to access another app or go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