# COLUMBIA ORTHOPEDICS

. I LTE 🔳

# **Video Visit Instructions**

I. Signing Up for the Connect Patient Portal

(If you are already signed up, skip to Section II on the next page)

### **Enrolling from an Activation Request**

- 1. **Open Connect Activation Request Message:** The request will either be an email from @myConnectnyc.org, or a text message from a 5-digit phone number (*text example at right*)
- 2. Click on the link to the launch the Connect registration page in your web browser
- 3. Follow the account set-up instructions
  - a. Enter demographic information
  - b. Answer security questions
  - c. Create username and password
  - d. Opt-in or out of email notifications
  - e. Click Sign-In
  - a. Review and accept Terms & Conditions

# Tert Mesage Today 1:49 AM

12:14

#### **Enrolling with Self-Sign Up**

- Open the <u>Apple App Store</u> or <u>Google Play</u> and download the MyChart application onto your mobile device
- 2. Open the **MyChart** application and search for "Columbia University"
- 3. Tap the Sign Up Now button
- 4. Tap the Self Sign Up link
- 5. Follow the account set-up instructions:
  - a. Enter demographic information
  - b. Answer security questions
  - c. Create username and password
  - d. Opt-in or out of email notifications
  - e. Click Sign-In
  - f. Review and accept Terms & Conditions



## -NewYork-Presbyterian

# COLUMBIA ORTHOPEDICS

### II. Starting Your Video Visit

**NOTE:** Video visits CAN be conducted on laptops or desktop computers. On mobile devices, the MyChart AND Zoom Cloud Meetings applications are required. Internet browsers can be used on desktop or laptop computers (no application required).

#### **Reminders and Tips for Your Virtual Visit**

- Make sure you are in a quiet, well-lit room with enough room to perform any demonstrated physical exam maneuvers.
- Make sure you are appropriately dressed for an exam.
- Make sure you have a strong Wi-Fi signal.
- If using a mobile device, make sure the free ZOOM Cloud Meetings app is downloaded from the <u>Apple App Store</u> or <u>Google Play</u>

#### Accessing your Appointment & Starting Your Virtual Visit

- Open the MyChart application on your mobile device or access <u>Connect</u> through your computer's browser
- Login with your Connect username and password make sure Columbia University Irving Medical Center is selected as the organization"
- 3. Select the Appointments icon from the home page
- 4. Select eCheck-In on the appropriate video visit
- 5. Select **Review and Sign** all documents and forms (including Video Visit Consent), then select **Continue**
- Select Begin Visit at the bottom of the screen. This will launch Zoom. Click Launch Meeting and then Open to be placed in the "Waiting Room" until the provider starts the visit. \*
  - \* If prompted, Allow Microphone & Camera Access to the ZOOM application/program

1:53 1		all 🕈 🗈	5	1:54.7		al 🕈 💷	1:54 %		al Ý 🗉
	Appointments		5		🔊 eCheck-In	Finish Later		Check-In	Finish Later
EXT 7 DAYS							consent to parts	upate in a telemedicine vis	t under the terms
MAR MIDEO 1	ISIT FOLLOW	-			L		described herein		
7 UP CUI	VIC				•		PRIVACY POLICI	f	ani mbamatan is
20 Friday, Ma Starts a	reh 27, 2020 + 5:00 PM				Sign Documents		handled, please the Service at h	see the privacy policy of E thes://www.epic.com/about	pic, the operator of //privacypolicies.
Starts a	C 5-00 PM			Please review and	address the following	ig documents.	GEOGRAPHIC	RESTRUCTIONS	
eCheck-In	CIUTTO, MD			Video Visit (	Consent		I hanoby cartify agree to only int while I am press to access and us truthfulmess of th accessing a Prov	that I am located in my par peract with a Provider throu- eric in that state. I acknowle a these services is condition the certifications I make at i ider, and that the Provider	ment state and gh MyTelehealth edge that my ability inal upon the the time of a Laccess are
PAST				R	EVIEW AND SIGN		relying upon this AGE REQUIRES	e certification in order to in 4ENTS	benact with me.
You have no past appointments			Once this step is a submitted for clin	completed, documen ic review.	ts will be	use the WIP On conditional upon	has I am at Kost 25 years he laws of my state to mai benand Virtual Visit system the truthlainess of my cer	or age and am or method decisions n and information is tification of age.	
					SUBMIT		1	Draw to Sig	<u>m</u>
					FINISH LATER				
							CONTINUE		
							CLEAR	FORM C	ANCEL

- If you minimize the app during your visit, the camera will pause but the microphone will still be on.
- If your connection gets lost, you can re-start the video visit by following steps 3-5 below
- Please call Connect Technical Support at (646)-962-4200 for any technical issues, or visit MyConnectNYC.org



COLUMBIA UNIVERSITY IRVING MEDICAL CENTER

### -NewYork-Presbyterian