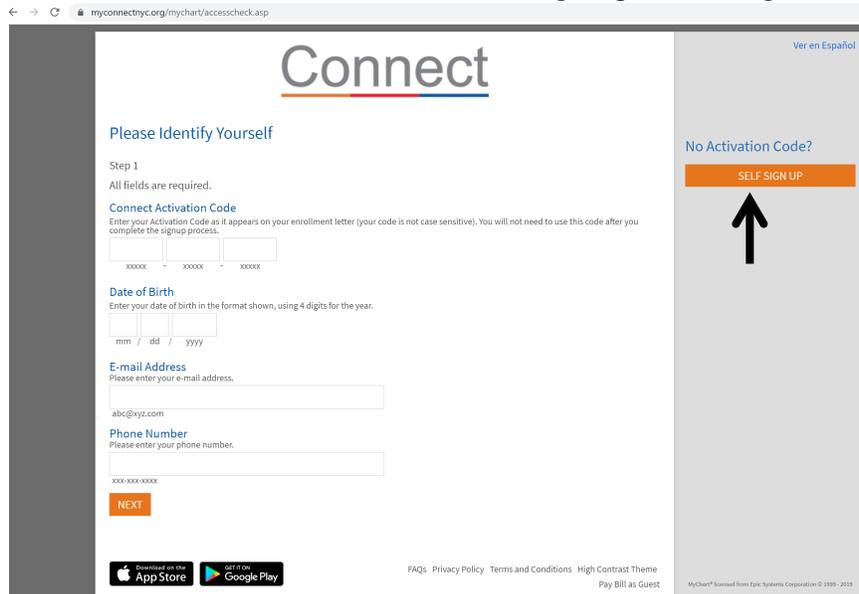




Telehealth Visit Guidelines

REQUIREMENTS FOR A TELEHEALTH VISIT:

- Patient must be enrolled in their NYP/CUIMC “MyConnect” account
 - <https://www.myconnectnyc.org/MyChart/default.asp?action=logout>
 - <https://www.columbiadoctors.org/connect>
 - When enrolling your account, you may be asked for an activation code. If you do not have an activation code, select “Self Sign Up” on the right side.

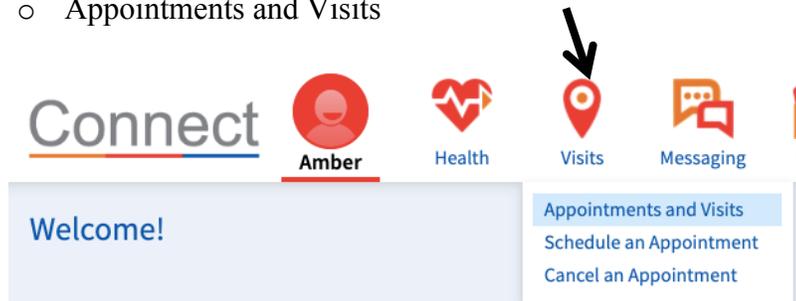


- Connection to visit will be made with either:
 - Computer with:
 - Internet
 - Camera
 - Microphone
 - Phone with “MyChart” app
 - Available on Apple app store and Google Play: search “MyChart Epic”
 - Once in app, select “Columbia University Irving Medical Center” as your organization
 - Phone must have camera & microphone
 - See attachment for more information



TO DO PRIOR TO THE VISIT:

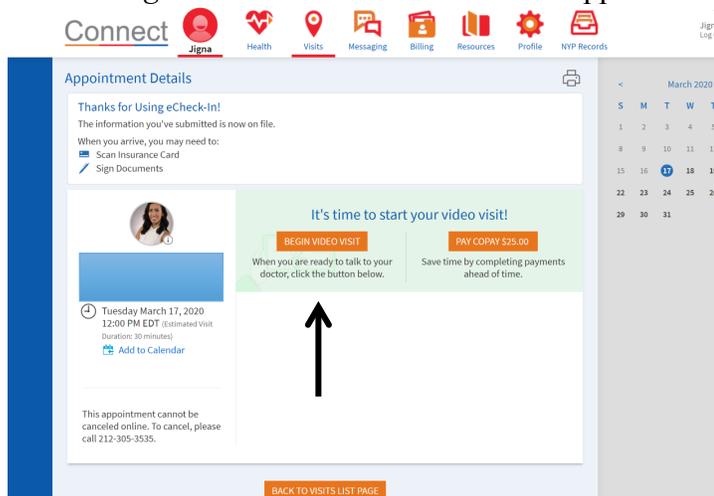
- PLEASE DO THIS STEP AT LEAST ONE HOUR PRIOR TO VISIT TO ENSURE YOU WILL BE ABLE TO CONNECT FOR THE APPOINTMENT
- Log into your MyConnect account through the app or website
- Go to:
 - Visits
 - Appointments and Visits



- Select the visit
 - Follow prompts to test equipment:
 - The system will guide you to to download a program for the visit
 - The system will test equipment for a working camera, microphone and internet before it can connect
- If you are unable to connect, you can call technical support at 646-962-4200 or contact the office for assistance.

FOR THE VISIT

- Visit will be available to start 15 minutes prior to scheduled time and up to 15 minutes after scheduled time
 - If you try to initiate your visit more than 15 minutes past start time, the visit will no longer be available
- Prior to visit starting, you will be asked to:
 - Pay co-pay (if applicable, although payment is not required prior to starting visit)
 - Sign a waiver
 - Test equipment again as a final check
- Select “*Begin Video Visit*” button: this will appear when visit is available to start



- Please allow time to connect to your provider
- During the visit, your provider may ask you to:
 - Perform stretches, certain movements or range of motion
 - Show relevant equipment
- After visit, you can view instructions and plan as discussed during visit under “*After Visit Summary*”

The screenshot displays the 'Connect' patient portal interface. At the top, there is a navigation bar with the 'Connect' logo and several icons: Jigna (a person icon), Health (a heart with a pulse line), Visits (a location pin), Messaging (two speech bubbles), Billing (a wallet), Resources (a book), Profile (a gear), and NYP Records (a document with a checkmark). Below the navigation bar, the main content area is titled 'Appointments and Visits' and includes a 'SCHEDULE AN APPOINTMENT' button. A filter dropdown is set to 'Upcoming and Past' with a 'More Filter Options' link. The 'Upcoming Visits' section shows a message: 'There are no upcoming visits to display.' The 'Past Visits' section prompts the user to 'Select a past visit from below to see a summary of your visit.' A calendar view for 'Last 3 Months' shows a visit on 'MAR 17 2020' labeled 'Office Visit'. Below this date, there is a button with the 'AIS' logo and the text 'View After Visit Summary®'. A black arrow points to this button. At the bottom of the page, there is a 'BACK TO THE HOME PAGE' button.

Connect

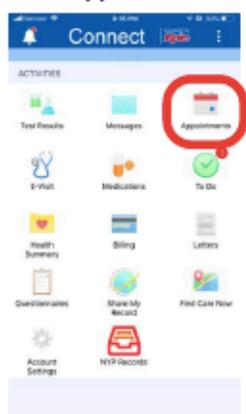
Patient Portal



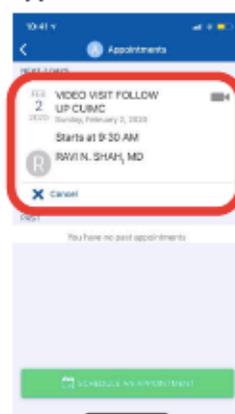
Starting a Video Visit via Smartphone

Download the MyChart app  by searching “MyChart” within the App Store or Google Play. Once in the MyChart app, search for “Columbia University Irving Medical Center Connect”.

Step 1: Log into your Connect account and click “Appointments”



Step 2: Click on the appropriate Video Visit appointment



Step 3: Once green, click the “Begin Visit” button at the bottom of your screen



***Do not click on the Stethoscope “E-Visit” icon as this is an entirely different tool and is not used for video visits**



FRIENDLY REMINDERS AND TIPS

- Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
- Make sure you are using the latest version of the app on your phone or tablet
- You, or your physician, can start the video visit up to 15 minutes prior to the scheduled time
- 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 restart the video visit by following steps 1 through 3 listed above

For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit MyConnectNYC.org

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