



You have been scheduled to see: _____

Via Virtual Visit on: _____

What is a virtual visit?

An easy and convenient way to have a follow up visit with your doctor via video chat using a mobile device.

What do I need?

A mobile device – iPhone, iPad, Android phone or tablet.

What should I do before my visit?

Download the NYP app and set up your account (*see instructions to the right*). Prior to your visit, a member from the Telehealth Team will call you to walk you through a test visit and answer any questions you may have.

We recommend trying to set up your account before your call with our Virtual Assistant.

Who are the Virtual Assistants?

They provide technical support and are here to help! Available: **M-F, 9-5pm**

Have questions or need to change your appointment?

For any technical issues, please call **646-297-4600**. To change your appointment, please contact your doctor's office.

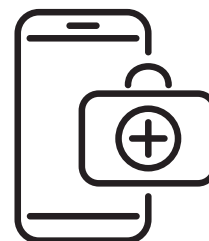
How to create a NYP OnDemand Virtual Visit Account:

HOW TO DOWNLOAD THE APP & CREATE AN ACCOUNT:

1. Download the NYP app on your mobile device
2. Swipe through the screens and on the last screen, click **GET STARTED**
3. Use the dropdown box to select your location and click **CONTINUE**
4. When the black screen appears, click the **x close button** on the top left of the screen
5. Click **SCHEDULED APPOINTMENTS**
6. Click **VIEW MY APPOINTMENTS**
7. Select **SIGN UP NOW** in red letters
8. Enter your information and create a password

HOW TO START YOUR VISIT:

1. Click Scheduled Appointments
2. Click View My Appointments
3. Log into your account
4. Click Start Visit
5. Click Continue



NYP OnDemand

To conduct a visit on your computer, please go to: nyp.org/virtualvisit.



**Weill Cornell
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