



PATIENT & CAREGIVER EDUCATION

Getting Ready for Your Televisit: Using Your Smart Device

This information explains how to use your smart device (smartphone or tablet) for your televisit at Memorial Sloan Kettering (MSK).

About Your Televisit

A televisit is when your healthcare provider uses technology to care for you without you having to travel to their office. During your televisit, you and your healthcare provider will see, hear, and talk with each other by video using MyMSK (MSK's patient portal) on your smart device (smartphone or tablet) or computer. Your healthcare provider will be able to check how you're doing, diagnose any problems you have, and come up with a treatment plan for you. Your video won't be recorded or saved. For more information about televisits, read our resource *Televisits at MSK* (www.mskcc.org/pe/televisits_msk) and *Tips for Your Televisit* (www.mskcc.org/pe/tips_televisit).

Getting Ready for Your Televisit

Before your televisit, you will need to sign a consent form. For information about the consent form and how to sign it, read our resource *How to Sign Your Telehealth Consent Form* (www.mskcc.org/pe/telehealth_consent).

If you would like to have your friend, family member, or an interpreter join your call, let the Office Coordinator who scheduled your appointment know.

How to Use Your Smart Device for Your Televisit

1. Log into your MyMSK account. You can do this by going to my.mskcc.org or by using your MyMSK app.
 - If you don't have a MyMSK account, you can visit my.mskcc.org, call 646-227-2593, or call your doctor's office for an enrollment ID. You can also watch our video *How to Enroll in MyMSK: Memorial Sloan Kettering's Patient Portal* (www.mskcc.org/pe/enroll_mymsk).
2. From your homepage, tap "Calendar" (see Figure 1).

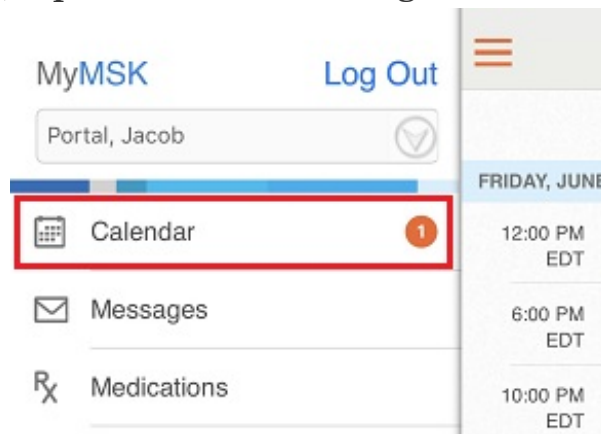


Figure 1. Click "Calendar"

- If your healthcare provider sent you your televisit appointment through a message instead of a calendar invitation, follow these steps:
 - From your homepage, tap "Messages."
 - Open the message from your healthcare provider.
 - Click the link in your message and skip to step 5.
3. You will see a list of all the appointments you have scheduled (see Figure 2). Tap the appointment you would like to start.

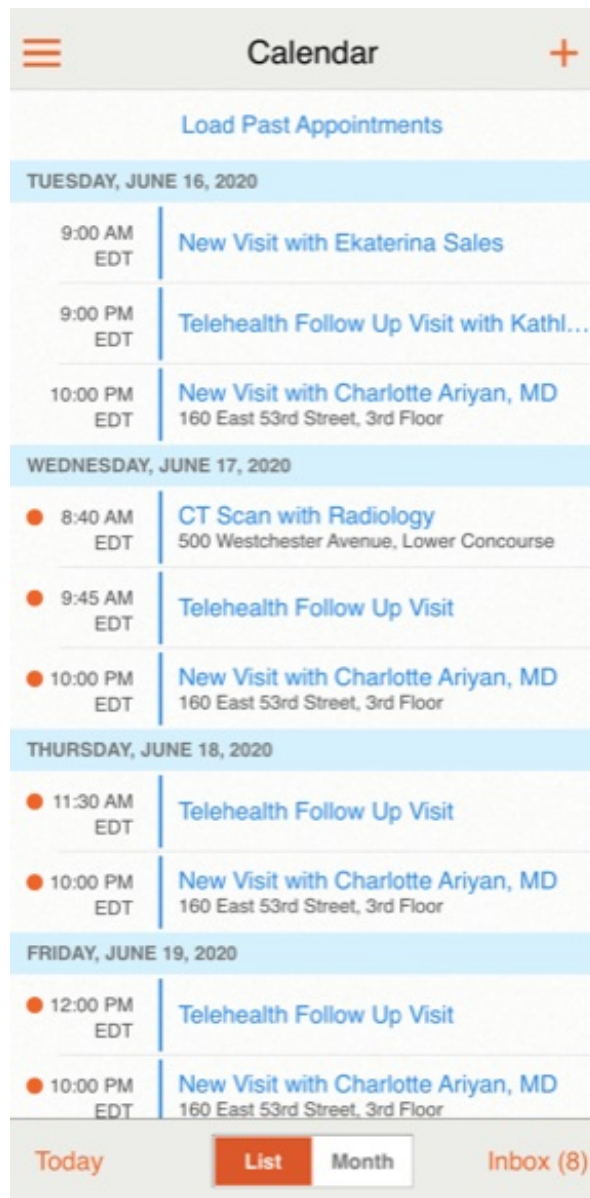


Figure 2. List of appointments

4. Then, tap the “Start Telehealth Visit” button to start your appointment (see Figure 3). This link will only be available on the day of your appointment.

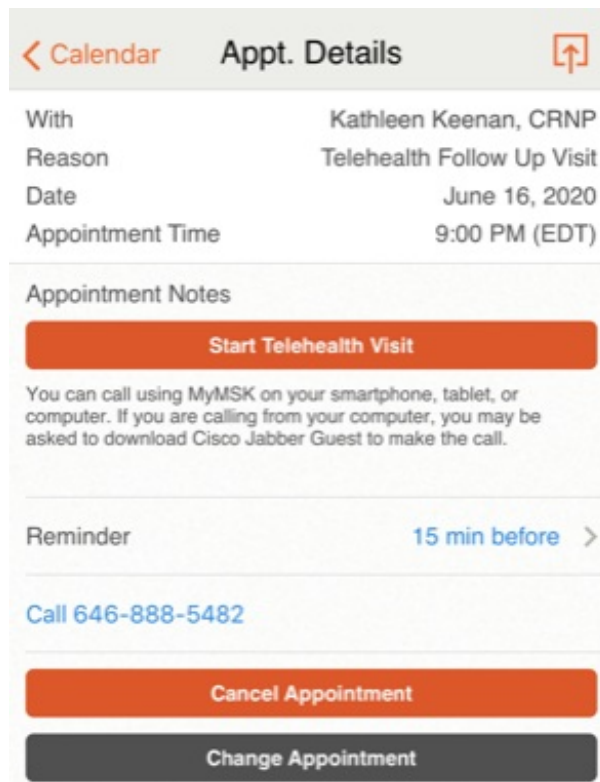


Figure 3. “Start Telehealth Visit” button

- Next, you will need to let the televisit software access your camera by clicking “OK” (see Figure 4). This will let your healthcare provider see you during your televisit.

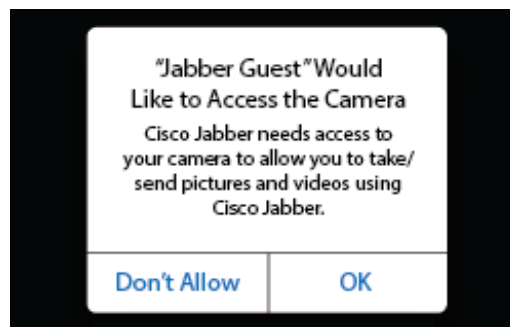


Figure 4. Accessing your camera

- Next, you will need to let the televisit software access your microphone by clicking “OK” on the next screen (see Figure 5). This will let your healthcare provider hear you during your televisit.



Figure 5. Accessing your microphone

7. Once the app is connected, you will see a call button on the bottom of your screen (see Figure 6). Click the call button to begin your televisit.

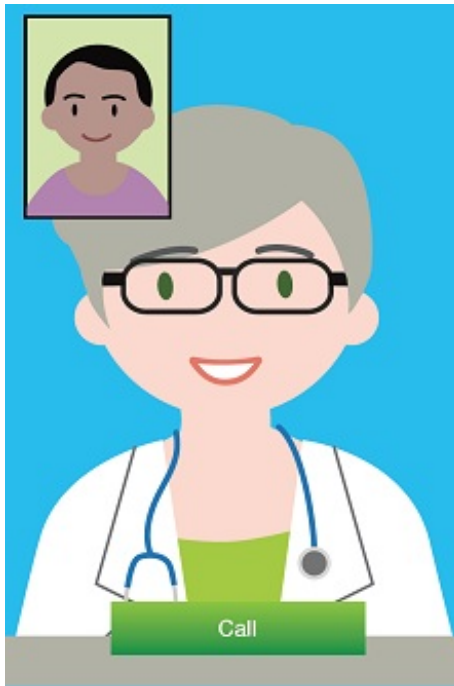


Figure 6. The call button

Help with Televisits

If you need help or have questions about getting ready for your televisit, call 800-248-0593 and press 1 to reach the Telemedicine Help Desk. You can also email telehelp@mskcc.org. You can reach the Telemedicine Help Desk Monday through Friday from 9:00 AM to 5:00 PM.

For more resources, visit www.mskcc.org/pe to search our virtual library.

Getting Ready for Your Televisit: Using Your Smart Device - Last updated on June 18, 2020

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