



PATIENT & CAREGIVER EDUCATION

Invited guests: Joining the visit

Invited friends and family will get the link and dial-in information by email. We'll send them this information 3 days before your telemedicine visit. We'll send it again on the day of your visit.

If you invite them within 3 days of your visit, they will get an email soon after you add them. We will also send a reminder on the day of the visit.

When it's time for your telemedicine visit to start:

1. Your invited guest selects the link in the email.
2. A screen will open in their web browser. They select "I'm not currently with the patient" (see Figure 12). Then, they enter their name, relationship to you, and their email address.
3. They select "Continue" to join.

MSK Telemedicine

Welcome to your telemedicine visit.

Log in with your MyMSK account

Sign in with MyMSK

Don't have a MyMSK Account?

You can join by selecting an option below

- I'm the patient
- I'm currently with the patient
- I'm not currently with the patient

Your first name

Your last name

Your email address

I am the patient's

Sign in

Figure 12. The “I’m not currently with the patient” button

If your guest is physically with you and they are helping you sign in on their device:

1. They select “I’m currently with the patient.”
2. They enter your date of birth or their MyMSK proxy account information to join.
3. You may see a pop-up asking to allow MSK Telemedicine to access your camera and microphone. Select “Allow.”

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

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

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