



PATIENT & CAREGIVER EDUCATION

The link to join your visit: How and when MSK sends you a link

The link will open in a web browser. You do not need to download anything.

There are 3 ways we will send you a link to join your telemedicine visit.

- MyMSK: From your MyMSK account, you can join your visit from the Appointments tab.

Go to the section [*Joining through MyMSK*](#)

- Text: If you signed up to get text messages from MSK, we will text you the link.

Go to the section [*Joining through Text Message*](#)

- Email: If you don't see the email in your inbox, check your junk or spam folders.

Go to the section [*Joining through Email*](#)

Here's when you can expect to get the link.

- We will send it 3 days before your telemedicine visit. We will send it again 2 hours before your visit.
- If your telemedicine visit is in less than 3 days, we will send the link after you schedule the appointment. We will send it again 2 hours before your visit.

- We will email a link to anyone you invite to join your telemedicine visit.

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.

The link to join your visit: How and when MSK sends you a link - Last updated on
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