Memorial Sloan Kettering Cancer Center

PATIENT & CAREGIVER EDUCATION

Patients: Joining Your Telemedicine Visit

When can I join my telemedicine visit?

The telemedicine virtual room opens 15 minutes before your appointment time. You can join then to start your visit.

What happens in the virtual room?

When you join, we will check you in. **Your healthcare provider will know you are in the room.** Wait for them to join. You will see confirmation that you're checked in (see Figure 8).

While you wait: Do's and Don'ts

Do use this time to test your audio and video settings. For information, see the section "Test your device after your appointment starts."

Don't accept a call on your mobile device. If you do, your audio and video for your visit can turn off temporarily. We cannot see or hear you unless you turn your microphone and video back on.

What devices can I use?

You can join on any smartphone, tablet, or computer that has Internet access and a camera, speaker, and microphone.

Need help? Please call 800-248-0593 and choose option 1 to reach our Help Desk. They are open Monday through Friday from 9 a.m. to 5 p.m. (Eastern time).

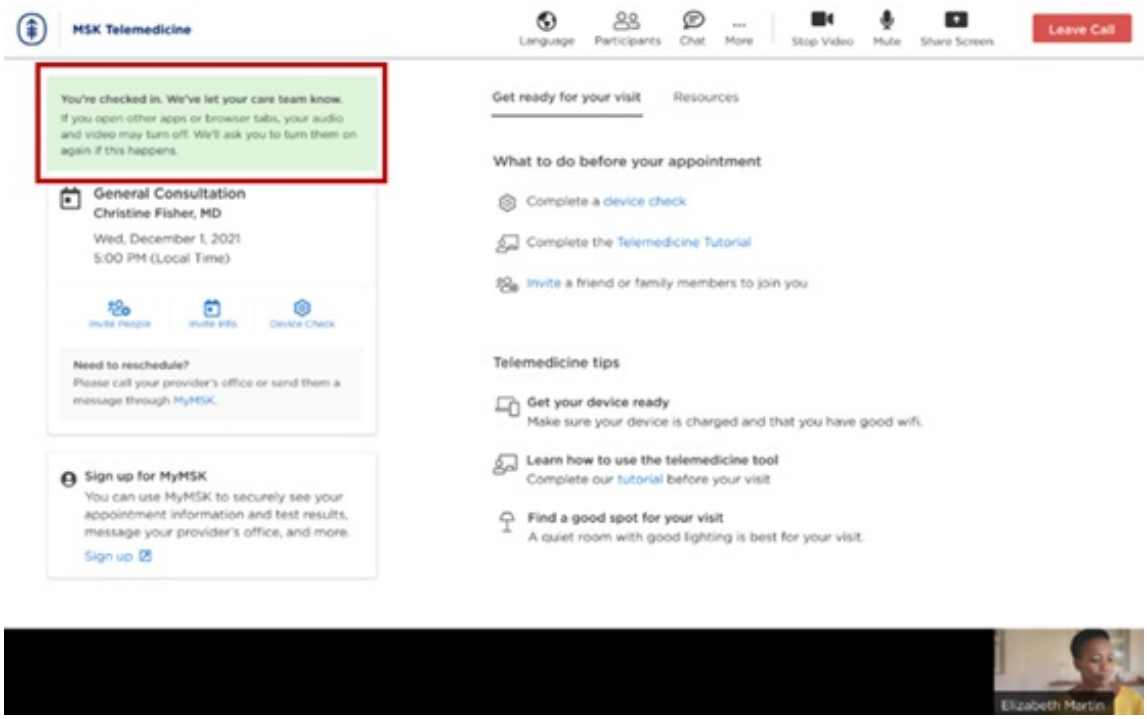

Figure 8. Your check-in confirmation in the virtual room

If you have any questions, contact a member of your care team directly. If you're a patient at MSK and you need to reach a provider after 5 p.m., during the weekend, or on a holiday, call 212-639-2000.

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

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