



PATIENT & CAREGIVER EDUCATION

Getting Ready for Your Telemedicine Visit: Using Your Smart Device

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

About Your Telemedicine Visit

A telemedicine visit is when your healthcare provider uses technology to care for you without you having to travel to their office. During your telemedicine visit, 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 telemedicine visits, read our resource *Telemedicine Visits at MSK* (www.mskcc.org/pe/telemedicine_visits_msk) and *Tips for Your Telemedicine Visit* (www.mskcc.org/pe/tips_telemedicine_visit).

Getting Ready for Your Telemedicine Visit

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 Telemedicine Visit

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).

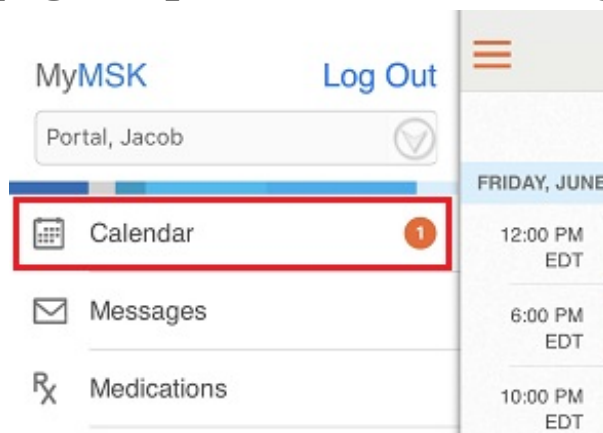


Figure 1. Click “Calendar”

- If your healthcare provider sent you your telemedicine visit 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’ll see a list of all the appointments you have scheduled (see Figure 2). Tap the appointment you would like to start.

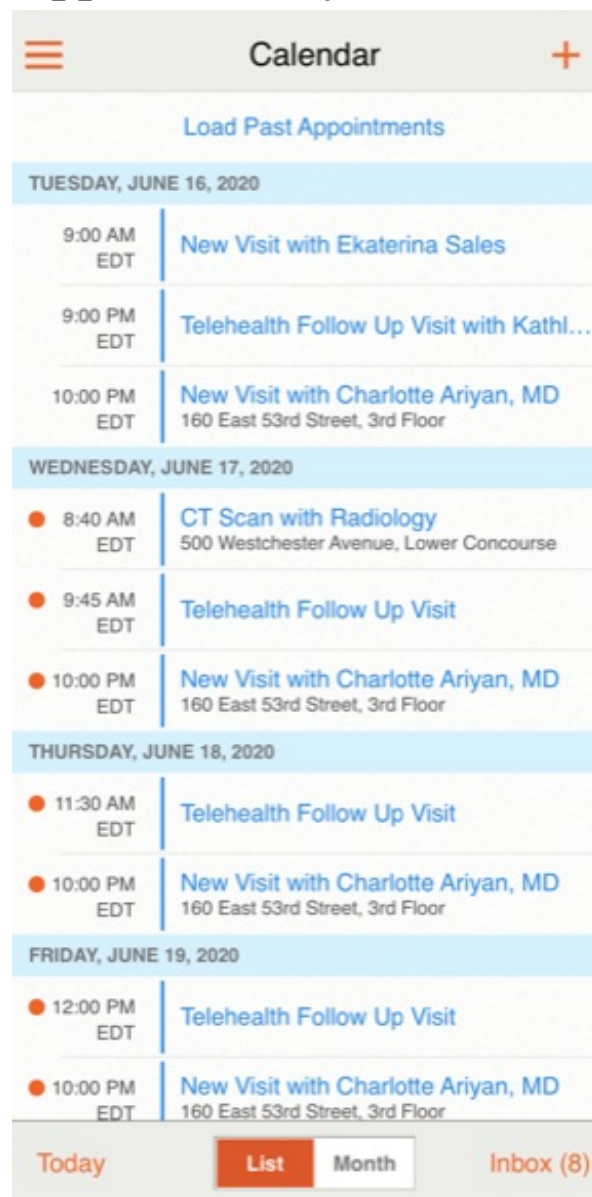


Figure 2. List of appointments

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.

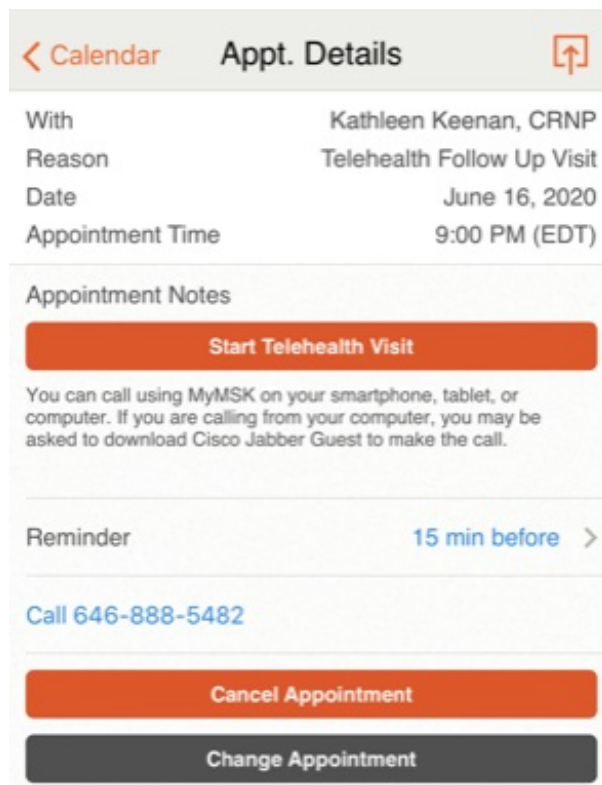


Figure 3. “Start Telehealth Visit” button

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

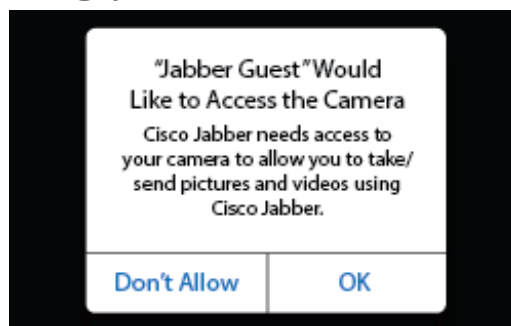


Figure 4. Accessing your camera

6. Next, you'll need to let the software access your microphone by clicking "OK" on the next screen (see Figure 5). This will let your healthcare provider hear you during your visit.



Figure 5. Accessing your microphone

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



Figure 6. The call button

Help with Telemedicine Visits

If you need help or have questions about getting ready for your telemedicine visit, call 800-248-0593 and press 1 to reach the Telemedicine Help Desk. 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.

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