Memorial Sloan Kettering Cancer Center

PATIENT & CAREGIVER EDUCATION

Video Visits at MSK

This information explains in general what a video visit is. Video visits are also called telemedicine visits. Your care team can schedule your video visit for you.

What is a video visit?

A video visit is when your healthcare provider uses technology to care for you without you having to travel to their office. You and your healthcare provider will see and talk with each other using a computer, smartphone, or tablet. Your healthcare provider will be able to check how you're doing and diagnose problems. They can come up with a treatment plan for you, all by video. Your video will not be recorded or saved.

What are the benefits of video visits?

There are many benefits to having a video visit, including:

- Getting you the care you need without having to travel to the hospital.
- Saving you travel time and money.
- Helping you spend less time at your healthcare provider's office.
- Letting you have tests done at a local clinic instead of having to commute to the hospital. This depends on where you live.
- Not having to take time off from your responsibilities to travel to the hospital.
- Not having to have a caregiver travel with you to the hospital.

One of the main goals of video visits is to bring care closer to where you live. Many people say video visits are like being right in their doctor's office.

We have offered video visits at MSK for years in many services, including Psychiatry, Genetics, Supportive Care, and the Bone Marrow Transplant service. Almost everyone finds the quality of care through video visits to be very high.

What does a video visit cost?

If you have questions about billing, please read *Help With Your Financial Questions at MSK* (www.mskcc.org/insurance-assistance/help-your-financial-questions-msk).

Will my information stay private?

Yes. Video visits meet the strict standards of the Health Insurance Portability and Accountability Act (HIPAA). This means your privacy is protected, the same as all your visits with your healthcare providers.

How will my video visit work?

We'll schedule your video visit for you. You will use your computer or smart device (smartphone or tablet). You can have your video visit from any location that's best for you, such as:

- Home
- Work
- An MSK regional location in New Jersey, Westchester County, and on Long Island

During your video visit, you'll see and hear each other as if you were together in the same office. You can have a friend, family member, or an interpreter join your video visit, just like in person.

At the end of your visit, your healthcare provider will give you follow-up instructions, such as appointments or blood work. If there are any technical problems, they can continue your visit over the phone, if needed. If you do not feel well or are uncomfortable during your visit, tell your healthcare provider.

Video visits using your computer or smart device

If you have your video visit from home or work, you can use your computer, smartphone, or tablet. Your healthcare provider will tell you which app or software you'll need for your video visit.

You should know your username and password for MSK MyChart so that you can log on before your visit. If your caregiver manages your MSK MyChart account for you, make sure they're with you during your video visit so they can help you.

Your video visits will be billed in the same way your in-person visits are billed. For the latest information on how your health plan covers video visits, call your insurer.

Video visits from an MSK regional site

If you have your video visit from an MSK regional site, you'll need to go to that site on the day of your appointment.

After you check in, a member of our staff will take you to an exam room. The exam room will have a video system in it. We'll close the door to give you privacy, and a nurse will be in the room with you. Your nurse will check your vital signs and explain how the system works.

At the time of your appointment, your nurse will call your healthcare provider's office using the touch screen. You may see the office coordinator from your doctor's office on the screen while they transfer your call. Once you're connected, you will see your healthcare provider on a large video monitor.

During your video visit, you'll see and hear each other as if you were in the same office together. If you're having trouble seeing or hearing, tell the care coordinator or nurse who brought you to the room.

At the end of your visit, your healthcare provider will give you follow-up instructions, such as appointments or blood work. If there are any technical problems, they can continue your visit over the phone, if needed.

If you don't feel well or are uncomfortable during your visit, tell your healthcare provider. If you need help, press the red call button on the back wall of the room.

Can my doctor diagnose me during a video visit?

Many exams can be done during a video visit. If needed, your healthcare provider may ask you to move a part of your body. That way they can see how well you move or if you have pain.

Sometimes video is not the best way to examine you. This is rare. Your care team knows the reason for your visit, so we know if a video visit right for you and safe.

Does my video visit go in my medical record?

Yes. Your healthcare provider will document the visit in your medical record. It is the same as if your visit were in person.

Feedback Survey

A few days after your video visit, we will send you a survey about your experience. Your feedback is important to us. We will use it to improve this service for our patients.

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.

Video Visits at MSK - Last updated on February 1, 2025
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