**MyChart Email Template**4.1.20

At Mount Sinai, we are here for you every step of the way. We are now offering telehealth and COVID-19 screenings from the comfort of your own home. A video visit allows you to have a face-to-face visit with your provider quickly—and safely.

Simply log on to your MyChart to schedule an appointment and follow the steps below. If you aren’t signed up for MyChart, you can [find instructions here](https://www.mountsinai.org/appointment/mychart).

**How to schedule an appointment:**

1) Log onto MyChart and select “Appointments”

2) Click on “Schedule an Appointment”

3) Select “Schedule with a Provider You've Seen Before”

4) Choose “Video Visit,” or if you have concerns relating to COVID-19, select “COVID-19 Video Visit Screening”

**At the time of your Video Visit:**

• Log into the App **15-20 minutes prior** to your appointment to review your personal information and make sure you can connect

• Open the MyChart App on your smartphone

• Search for “Mount Sinai’ as your healthcare provider network, then select “My Mount Sinai Chart”

• Log into your MyChart account

• Select “Appointments” to get to your scheduled video visit appointment

• Select “eCheck-In” to review the required check-in portion of your visit

• If you have a copay or fee, you will be asked to pay by credit card during the check-in process

• Once you finish checking in, a green camera icon will appear, then click on your appointment

• When ready, click on “Begin Visit” to connect

• If the provider has already joined, you will automatically connect. If not, you will be put in a virtual waiting room until they do

[Only available for those with department specific telemedicine pages]

**Physicians available for telemedicine visits**

You can find a list of the participating [insert department] providers available to treat you virtually along with helpful documents to optimize your telemedicine visits. [Insert department telemedicine link]