

Connect

Patient Portal



Patient Guide: Using Virtual Urgent Care

Already have a Connect account? page 2




Schedule an appointment using your login

New to Connect? page 5

Create an account to schedule an appointment

HELPFUL TIPS:

Several of our virtual healthcare offerings, such as Virtual Urgent Care, require two apps installed if using a mobile or tablet device. We encourage you to take the following steps:

1. Download the ZOOM Cloud Meetings app  by searching “ZOOM” within the App Store or Google Play
2. Download the MyChart app  or NYP Connect app  within the App Store or Google Play by searching the app name

FRIENDLY REMINDERS:

1. Patients:
 - Ages 18+ must be located in New York, New Jersey, Connecticut, or Florida
 - Anyone under 18 years of age must be in New York or New Jersey
2. You only need to have a MyChart/Connect account, you do not need to create a ZOOM account
3. Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
4. Board-certified Emergency and Pediatric Emergency Medicine Physicians are available 7 days a week between 8am – 12am (midnight)
5. If a prescription medication is deemed medically necessary, the provider will send it to a pharmacy of your choosing

For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit MyConnectNYC.org

Connect

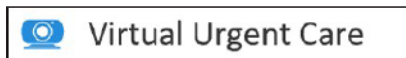
Patient Portal



Accessing Virtual Urgent Care — Using your Connect Login



1. Log in to your Connect account via a computer, mobile, or tablet device. Click “Menu” and select “Virtual Urgent Care”



2. If you have access to more than one Connect account, select the individual who the appointment is for

Where are you currently located?

In order to provide you with the most appropriate care, we need to know your current location. Virtual Urgent Care is available to Adults in New York, New Jersey, Connecticut, and Florida. Patients under 18 years of age need to reside in New York or New Jersey.

Select a Location

Country
United States of America

* State or territory
New York

CONFIRM

3. Confirm your location. Please note:

- Patients 18 years of age or older must be in New York, New Jersey, Connecticut, or Florida
- Patients under 18 years of age must be in New York or New Jersey

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Accessing Virtual Urgent Care — Using your Connect Login continued

What brings you here today?

COVID-19 Concerns

Cold and Flu

- Ear pain
- Chills
- Cough
- Fatigue
- Fever
- Runny or stuffy nose
- Sinus infection
- Sore throat


Nose & Throat

- Sore throat
- Sinus infection
- Stuffy nose

Respiratory

4. Select the set of symptoms that best align with your condition


My Computer Mobile App


 To use a mobile device for your video visit, you need to have the Connect app installed. If you don't have a mobile device, [try using your computer.](#)

If using an iOS or Android device, in addition to having the Connect app installed, please download the Zoom Cloud Meetings app. You only need the Zoom app installed on your device, you do not need to create a Zoom account in order to have a Virtual Urgent Care visit.

[I'VE GOT THE APP](#)

Don't have the Connect app?

 Download on the
App Store

 GET IT ON
Google Play

5. Confirm if you are accessing Virtual Urgent Care through the app or a computer and that you have the necessary technology requirements for a successful appointment

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Accessing Virtual Urgent Care — Using your Connect Login continued

Who would you like to talk to?



Josyann Abisaab, MD
Available at 9:45 AM

SCHEDULE MORE TIMES

6. Select the provider and appointment time that you would like

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Cold and Flu

Estimated wait
Less than 5 minutes

Estimated cost
Not available

*What is the most important thing you want addressed during this visit?

How would you like to be notified when your doctor is ready?

Text me: No phone number on file

Email me: jackthomasparker@gmail.com

7. Review the details of your appointment and add additional notes for your provider as needed. Once complete, select your notification preferences and click “Schedule”

You will receive either a text or email notification, based on your selected preferences, when it is time for you to join your Virtual Urgent Care appointment

Prior to starting your visit, you must complete the e-check in process. It is recommended that you log on 15 minutes prior to your visit.

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Accessing Virtual Urgent Care — New to Connect

Connect account

For your security, you must have or create an account before you are able to access confidential medical information from this visit.

Do you already have a Connect account?

LOG IN NOW I DON'T HAVE AN ACCOUNT

1. Once you click on “Virtual Urgent Care” within the MyChart or NYP Connect app, or on nyp.org/UrgentCare, select “I don’t have an account”

Where are you currently located?

In order to provide you with the most appropriate care, we need to know your current location. Virtual Urgent Care is available to Adults in New York, New Jersey, Connecticut, and Florida. Patients under 18 years of age need to reside in New York or New Jersey.

Select a Location

Country
United States of America

*State or territory
New York

CONFIRM

2. **Confirm your location.** *Please note:*

- Patients 18 years of age or older must be in New York, New Jersey, Connecticut, or Florida
- Patients under 18 years of age must be in New York or New Jersey

What brings you here today?

COVID-19 Concerns

COVID-19 Concerns (Pediatrics)

Adult Virtual Urgent Care (18 and Over)

3. Select if the appointment is for an adult or child

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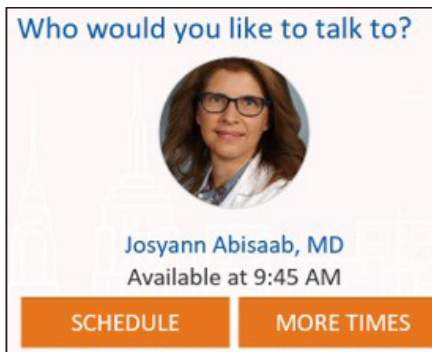


NewYork-
Presbyterian

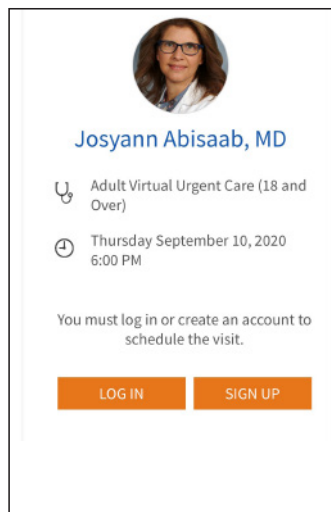


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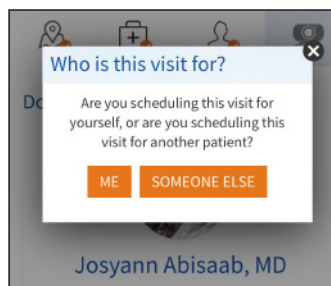
Accessing Virtual Urgent Care — **New to Connect** continued



4. Select the provider and appointment time that you would like



5. Review the details of your appointment, then click “Sign Up”



6. Select who the visit is for

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Accessing Virtual Urgent Care — New to Connect continued

* Indicates a required field

Name

* First Name

* Last Name

Address

* Address information is required. County is not a required field.

* Country
United States of America

* Street Address

* City

* State

* ZIP

Patient Information

Tell us about the patient | Tell us about yourself

First, we need to collect some information about the patient. If you have any questions, please contact your clinic.

* Indicates a required field

Name

* First Name

* Last Name

Address

* Address information is required. County is not a required field.

* Country
United States of America

* Street Address

7. Enter the requested information and click “Submit”

Weill Cornell Medicine, Columbia Physicians, and New York Presbyterian Hospital - POC

Cold and Flu

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Estimated cost
Not available

*What is the most important thing you want addressed during this visit?

How would you like to be notified when your doctor is ready?

Text me: No phone number on file

Email me: jackthomasarker@gmail.com

8. Review the details of your appointment and add additional notes for your provider as needed. Once complete, select your notification preferences and click “Schedule”

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