

 **New York Presbyterian**

## Video Visits



**You have been scheduled to see:**

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**Via Video Visit on:**

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**What is a video visit?** An easy and convenient way to have a follow up visit with your clinician via video chat using a mobile device.

**What do I need?** A mobile device – iPhone, iPad, Android phone or tablet.

**What should I do before my visit?** Download the NYP app and set up your account (*see instructions on the back*). Prior to your visit, a member from the Telehealth Team will call you to walk you through a test visit and answer any questions you may have.

***We recommend trying to set up your account before your call with our Virtual Assistant.***

**Who are the Virtual Assistants?** They provide technical support and are here to help! Available: **M-F, 9-5pm**

**Have questions or need to change your appointment?**

For any technical issues, please call **646-297-4600**. To change your appointment, please contact your clinician's office.



To conduct a visit on your computer, please go to: [nyp.org/virtualvisit](http://nyp.org/virtualvisit). Download the NYP app by texting "NYP" to 69697.



## How to create a NYP Video Visit Account:

### HOW TO DOWNLOAD THE APP & CREATE AN ACCOUNT:

1. **Download the NYP app** on your mobile device
2. Swipe through the screens and on the last screen, **click GET STARTED**
3. Use the dropdown box to select your location and **click CONTINUE**
4. When the black screen appears, **click the x close button** on the top left of the screen
5. **Click SCHEDULED APPOINTMENTS**
6. **Select SIGN UP NOW**
7. **Enter your information and create a password**

### HOW TO START YOUR VISIT:

1. **Click Scheduled Appointments**
2. **Click View My Appointments**
3. **Log into your account**
4. **Click Start Visit**
5. **Click Continue**



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