



You have been scheduled to see: _____

Via Video Visit on: _____

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 to the right*). 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.
Download the NYP app by texting "NYP" to 69697.

How to create a NYP OnDemand 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. **Click VIEW MY APPOINTMENTS**
7. **Select SIGN UP NOW** in red letters
8. **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**