



PATIENT & CAREGIVER EDUCATION

Joining through email

1. If you get emails from MSK, we'll send you an email with a link from MSK Telemedicine 3 days before your telemedicine visit. We'll send it again on the day of your visit. When it's time for your telemedicine visit to start, select the link in your email.
2. A screen will open in your web browser. Select "I am the patient" and enter your date of birth. Select "Continue." You can also join by entering your MyMSK login (username and password).
3. You may see a pop-up asking to allow MSK Telemedicine to access your camera and microphone. Select "Allow."

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.

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