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PATIENT & CAREGIVER EDUCATION

# Patients: Joining Your Telemedicine Visit

## When can I join my telemedicine visit?

The telemedicine virtual room opens 15 minutes before your appointment time. You can join then to start your visit.

## What happens in the virtual room?

When you join, we will check you in. **Your healthcare provider will know you are in the room.** Wait for them to join. You will see confirmation that you're checked in (see Figure 8).

## While you wait: Do's and Don'ts

**Do** use this time to test your audio and video settings. For information, see the section "Test your device after your appointment starts."

**Don't** accept a call on your mobile device. If you do, your audio and video for your visit can turn off temporarily. We cannot see or hear you unless you turn your microphone and video back on.

## What devices can I use?

You can join on any smartphone, tablet, or computer that has Internet access and a camera, speaker, and microphone.

Need help? Please call 800-248-0593 and choose option 1 to reach our Help Desk. They are open Monday through Friday from 9 a.m. to 5 p.m. (Eastern time).

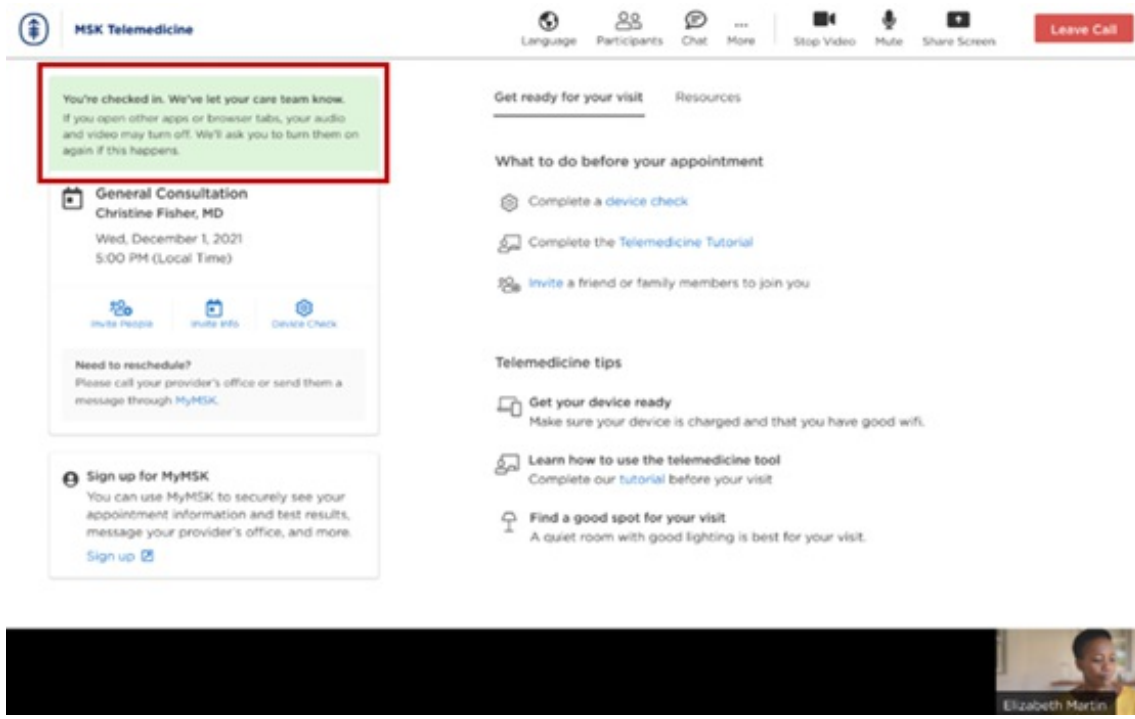


Figure 8. Your check-in confirmation in the virtual room

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](http://www.mskcc.org/pe) to search our virtual library.

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