Video Visit Quick Reference
Patient Checklist for Video Visit (MyChart App)

Introduction

The purpose of this document is to provide guidance to ensure you are adequately equipped to connect to your video visit appointment via the MyChart App. Below will showcase instructions on how to get ready for your scheduled appointment with your physician.

IMPORTANT: Please complete the below _prior_ to your scheduled appointment!

Download the MyChart App
✓ Go to your App Store on your mobile device
✓ Search for "MyChart", download app

Using the MyChart App
✓ Open the Mychart App on your mobile device
✓ In the "Where do you see your healthcare provider?" field, type in **Mount Sinai**
✓ Select Mount Sinai My Mount Sinai Chart
✓ On the My Healthcare Providers screen, click on My Mount Sinai Chart
✓ Login with your MyChart ID & Password
  • If you do not remember your ID or password, click on "Forgot Password or MyChart ID"

Complete eCheck-In section
✓ Give yourself time(15-20 mins) to complete the eCheck-In portion before your scheduled visit time
✓ Click on the "Appointments" icon
✓ Select your scheduled appointment, click on the "ECHECK-IN" button
✓ Review and complete the requested sections

Join Video Visit
✓ When ready, click on "Begin Visit" to connect to your video visit with your physician
  • If provider has already joined, you will automatically connect
  • If provider has yet to join, you will be put in a virtual waiting room until they have connected