



**Maimonides**

**Virtual Care**

## **Virtual Visits Quick Start Guide for Patients**

### **Welcome to Maimonides Virtual Care!**

This guide will help you get started with the Maimonides Virtual Care platform, whether you chose to download the app or use your computer.

[نقر هنا لقراءة هذا المحتوى باللغة العربية.](#)  
[এটি বাংলায় পড়তে এখানে ক্লিক করুন।](#)  
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[Nhấp vào \*\*đây\*\* để đọc hướng dẫn bằng tiếng Việt.](#)



If you need help with the app or enrollment,  
contact customer support: **833-392-0783**.

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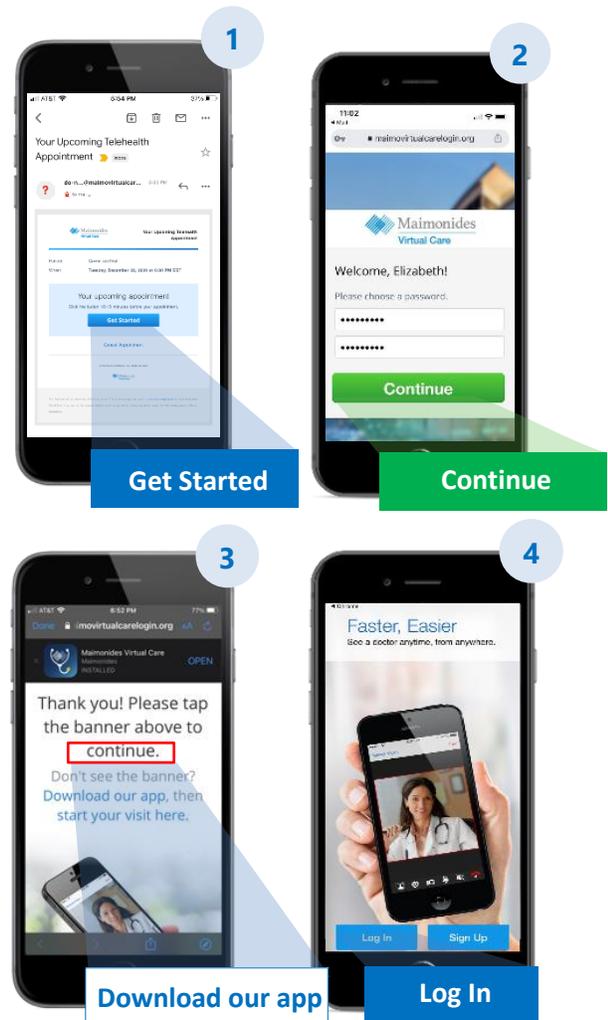
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## If You Have a Scheduled Virtual Visit:

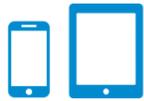
### Sign Up for Maimonides Virtual Care on Your Phone/Tablet

Please ensure you complete these tasks as soon as you receive the Maimonides Virtual Care email invitation.

1. Click on the **“Get Started”** link in your virtual visit email invitation.
2. Enter a new password on the next screen and then click **“Continue.”**
3. Click **“Download our app”** and download from the app store.
4. Open the Maimonides Virtual Care app, click **“Log In,”** and enter your email address and newly created Password.



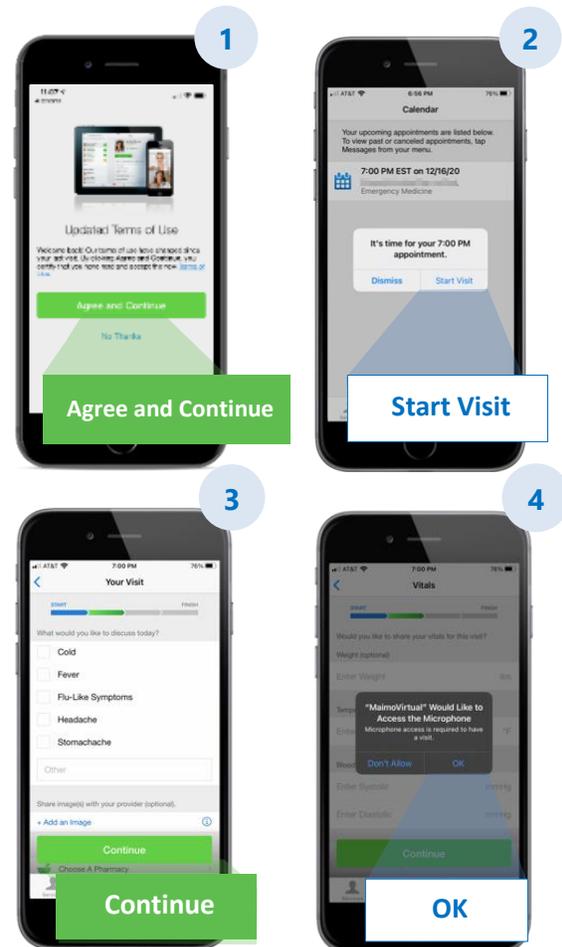
## If You Have a Scheduled Virtual Visit:



## Join a Scheduled Virtual Visit on Your Phone/Tablet

Open the Maimonides Virtual Care app or click on the “Get Started” link from your email invitation. Be sure to join 10-15 minutes before your virtual visit.

1. Click “Continue” and then “Agree and Continue” to agree to Terms of Use.
2. Click “Start Visit” and then click “Get Started.” Enter your **Phone Number** and click “Continue.”
3. Fill out the answer to “Describe your reason for today’s visit.” Click the **checkbox** to acknowledge receipt of the privacy practices and click “Continue.”
4. Click “OK” to allow the app to access to your microphone and camera.
5. You are now in the virtual waiting room. **Your provider will soon admit you to your first virtual visit!**
6. If you’ve requested an interpreter, please **wait a moment for your interpreter to join.**



**TECH TIP:** Join your visit using a WiFi network instead of a cellular network. A stronger signal will enable a smoother visit.

[For more helpful tips, check out “Preparing for a Successful Virtual Visit” on page 8.](#)

## If You Have a Scheduled Virtual Visit:



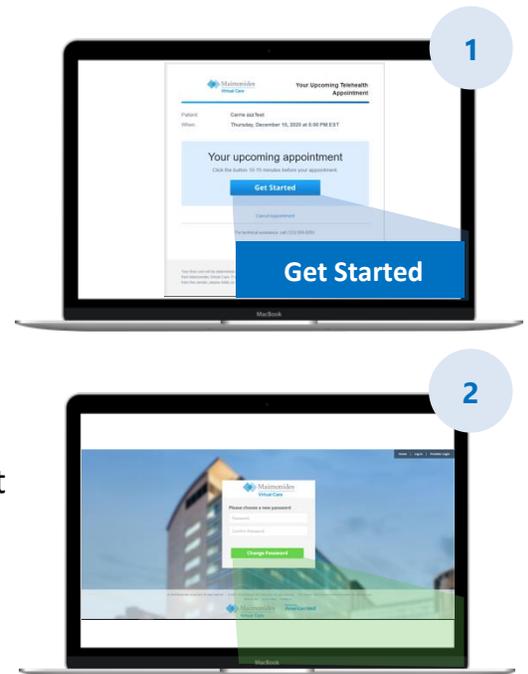
## Sign Up for Maimonides Virtual Care on a Computer

Please ensure you complete these tasks as soon as you receive the Maimonides Virtual Care email invitation.

1. Click on **“Get Started”** in your email invitation to open the link in your web browser.  
Tip: Opening Maimonides Virtual Care in Google’s Chrome browser will offer the best experience ([Click here to download Chrome for free](#)).
2. Enter a new password and click **“Change Password.”** On the next screen, check the box to agree to the **Terms of Use** and click **“Continue.”**
3. Enter your email and password to log in for the first time.



**TECH TIP:** Before your virtual visit, make sure your computer has a working camera. Having headphones with a microphone handy may make it easier to hear your doctor and improve privacy.

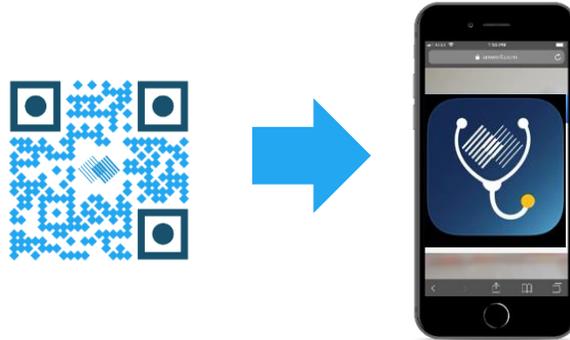


[For more helpful tips, check out “Preparing for a Successful Virtual Visit” on page 8.](#)



## If You Don't Have a Scheduled Virtual Visit

Scan the QR code with your smartphone's camera or visit our [website](#) to download the new app



- **If you don't have a virtual visit scheduled yet**, and would like to enroll, download the Maimonides Virtual Care app or sign up from a computer at: [maimovirtualcarelogin.org](http://maimovirtualcarelogin.org)

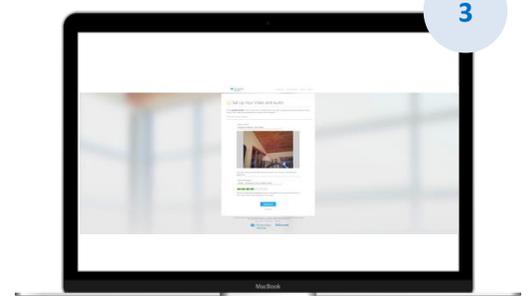
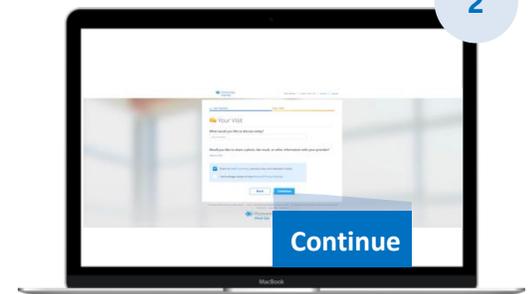
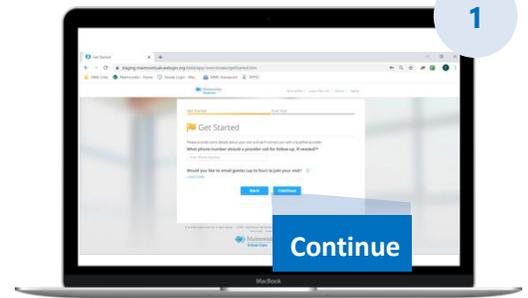


## Join a Scheduled Virtual Visit on a Computer

Open Maimonides Virtual Care by clicking on the “Get Started” link from your email invitation (see Step #1 above). Be sure to join 10-15 minutes before your virtual visit. *Reminder: Open Maimonides Virtual Care in Google Chrome for the best experience.*

**NOTE: Your computer must have a webcam and speakers to participate in the Virtual Visit.**

1. **Enter your Phone Number** (you may **Invite Guests** by entering their email address); click **“Continue.”**
2. **Answer “What would you like to discuss today?”** Click the checkbox to acknowledge receipt of the privacy practices and click **“Continue.”**
3. **Run a quick “tech check”** to make sure your audio and video are working. **Click [here](#)** to run the check. When you’ve confirmed that everything is working, click **“Continue.”**
4. You are now in the virtual waiting room where a video will provide you with some general information. **Your provider will soon admit you to your virtual visit!**
5. If you’ve requested an interpreter, please **wait a moment for your interpreter to join.**



**TECH TIP:** Join your visit using a WiFi network instead of a cellular network. A stronger signal will enable a smoother visit.

**[For more helpful tips, check out “Preparing for a Successful Virtual Visit” on page 8.](#)**

# Preparing for a Successful Virtual Visit



## Join on Time

- For scheduled virtual visits, check your email for your invitation
- Open the Maimonides Virtual Care app or click on the “Get Started” link from your email invitation 10-15 minutes before your virtual visit



## Connect to the Internet

- Connect your computer or mobile device to WiFi before the call
- Test your internet connection beforehand
- A stronger signal will mean a smoother visit



## Check Your Sound

- Check that your computer or phone/tablet is not muted, and adjust the volume as needed
- Using headphones or earbuds with a microphone may make it easier to hear your doctor and improve privacy



## Adjust Your Lighting

- Make sure you have sufficient lighting without too much glare from windows
- Overhead lighting is best for a virtual visit



## Test Your Camera

- Position your camera (this may be your smartphone) at eye level about 2 feet away
- If you’re connecting using your mobile device, try to prop it up vertically so you are not holding it during your visit



## Find a Quiet Space

- Find a quiet, private space where you won’t be interrupted
- Your doctor may need to discuss your medical history and ask sensitive questions about your health



## Prepare for Your Exam

- If you have a thermometer, technology that can measure your heart rate (like a smart watch), pulse oximeter, or glucose monitor, have it available and let your doctor know
- Your doctor may direct you through steps such as evaluating abdominal pain, viewing a skin condition, or observing your breathing
- If you are a parent or guardian assisting a patient, the patient must be present for the doctor to see and hear during the visit



## Communicate Clearly

- Speak slowly and clearly and limit movement during your visit unless instructed by your doctor
- Have a list of your symptoms, any pre-existing conditions, and current medications

## Helpful Steps Before Your Next Virtual Visit

 Look out for emails sent from the following email address: [do-not-reply@maimovirtualcare.com](mailto:do-not-reply@maimovirtualcare.com)

### 1 week before

- Sign-up for Maimonides virtual care using the link in your email invitation if you have not already done so
- Using the link, double check that you have the correct date and time for your virtual visit and add a note to your calendar

### 5 days before

- Look out for a reminder email to complete any information prior to your virtual visit. The email will be sent 5 days before your virtual visit

### 1 day before

- Watch for a final reminder email sent 1 day prior to your virtual visit
- Prepare a list of your symptoms, pre-existing conditions, and current medications, and anything else that might give your provider insight into your state of health
- Make sure you have the technology you may need for your virtual visit available for use during your visit

### 30 minutes before

- Look out for a text message reminder, if you opted in for text reminders, prior to your scheduled virtual visit time

### 10-15 minutes before

- Run a Tech Check! Make sure your sound, lighting, and camera will facilitate a smooth visit. Click [here](#) to test your devices now
- Prepare whatever extra materials you might need for your virtual visit