



Maimonides  
Medical Center

MaimoCare

## Virtual Visits Quick Start Guide

This guide will help you get started with Maimonides' new application for patients, **MaimoCare**, so you can access virtual visits and virtual urgent care, whether you chose to download the app or access MaimoCare from your computer.

نقر [هنا](#) لقراءة هذا المحتوى باللغة العربية.

এটি বাংলায় পড়তে [এখানে](#) ক্লিক করুন।

[點此](#) 閱讀中文版本。

Klike [isit](#) pou li sa a an Kreyòl Ayisyen.

לעברית לחץ [כאן](#).

Aby czytać po polsku, proszę kliknąć [tutaj](#).

Щелкните [здесь](#), чтобы читать на русском языке.

Haga clic [aquí](#) para leer esto en español.

اس دستاویز کو اردو میں پڑھنے کے لیے یہاں [کلیک](#) کریں۔

[Buni](#) o'zbek tilida ko'rish uchun shu erni bosing.



If you need help with the MaimoCare app or enrollment,  
contact Maimonides' Virtual Care Support Team:

**718-283-2244.**

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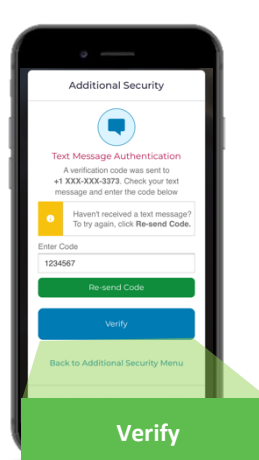
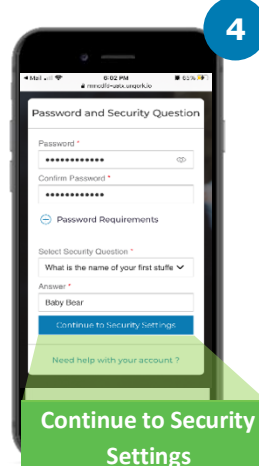
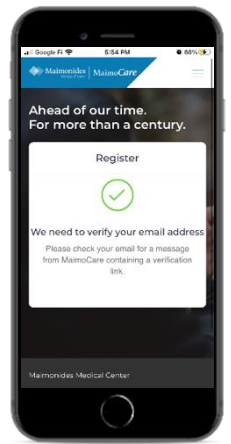
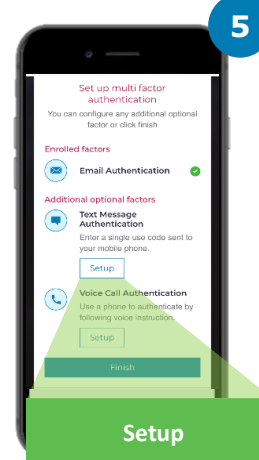
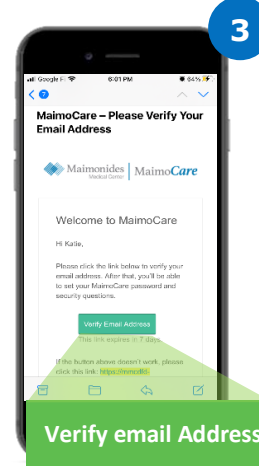
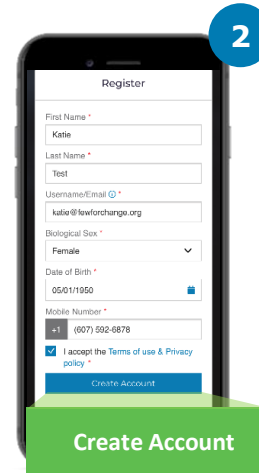
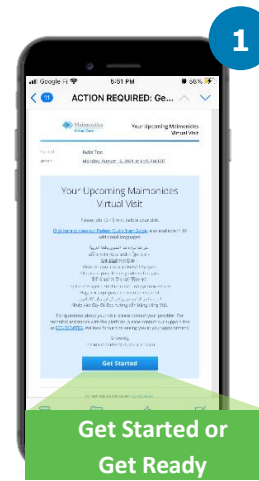
## If You Have a Scheduled Virtual Visit

### Sign Up for MaimoCare on Your Phone/Tablet

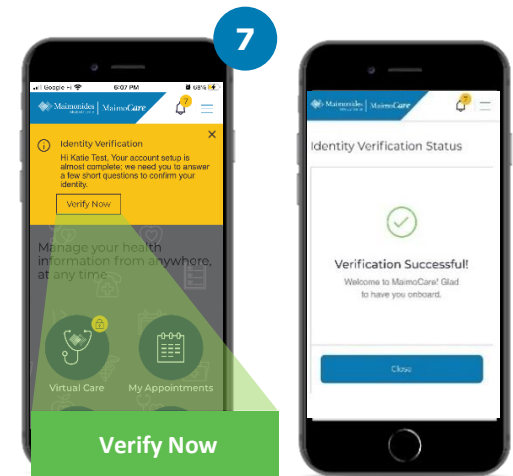
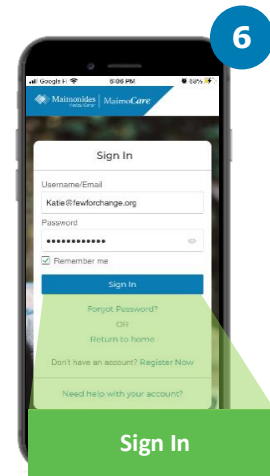
Using a computer? Visit [maimocare.org](http://maimocare.org) and follow these same steps

Please ensure you complete these tasks as soon as you receive the email titled **“Your MaimoCare Virtual Visit: Action Required”**

1. Click on the **“Get Started”** or **“Get Ready”** link in your virtual visit email invitation.
2. Fill out the information in the **“Register”** section and check the box to agree to the **Terms of Use**, then click **“Create Account”**. Your screen should say **“We need to verify your email address.”**
3. Check your email for the verification link and click on **“Verify Email Address”**
4. Enter a Password and select a Security Question, then click **“Continue to Security Settings”**
5. Choose an option for Additional Security. Choose the text message or voice call option by clicking **“Setup”**. Depending on the option you selected, you’ll receive a text message or voice call with a confirmation code. Enter the code and click **“Verify”**



6. We recommend that you **“Sign In”** now so you’re ready for your visit.
7. If you see **“Verify yourself”** in the yellow bar at the top of your screen when you sign in, click **“Verify Now”** and answer the few short questions. Once you answer those questions, you should see a message that says **“Verification Successful!”**



## Join a Scheduled Virtual Visit

Open the MaimoCare app on your mobile device and sign in. Be sure to join 10-15 minutes before your virtual visit.

Using a computer? Visit [maimocare.org](http://maimocare.org) and follow these same steps

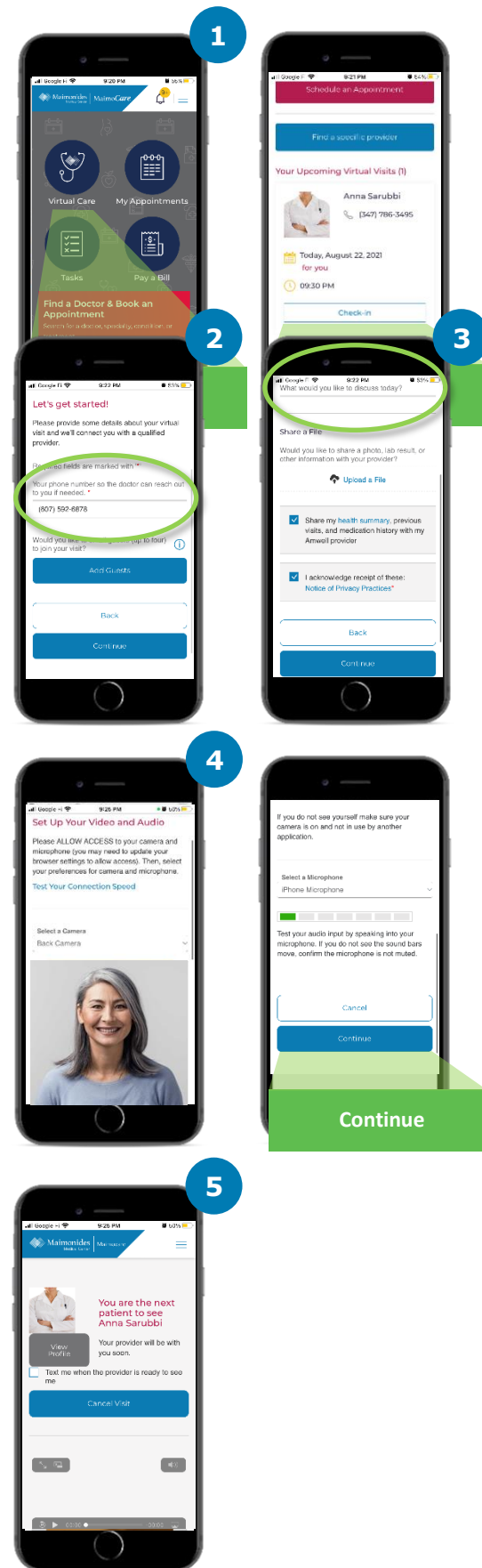
1. Click on **"Virtual Care"** Your appointment should appear under **"Your Upcoming Virtual Visits"** Click on **"Check In"** to join the visit.
2. Enter your **Phone Number**. You may **Invite Guests** by entering their email address; click **"Continue"**
3. Answer **"What would you like to discuss today?"** Click the checkboxes to share your health history and acknowledge receipt of the privacy practices and click **"Continue"**
4. **Set Up Your Video and Audio**. When you've confirmed that everything is working, click **"Continue"**
5. 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!**
6. If you've requested an interpreter, please **wait a moment for your interpreter to join**.

[For more helpful tips, check out "Preparing for a Successful Virtual Visit" on page 7.](#)



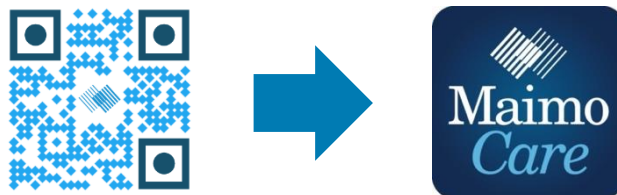
**TECH TIP:** Join your visit using a WiFi network instead of a cellular network.

A strong WiFi signal will enable a smoother visit.



## If You Do Not Have a Scheduled Virtual Visit

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



Or sign up from a computer at: [MaimoCare.org](https://MaimoCare.org)

## Preparing for a Successful Virtual Visit



### Join on Time

- For scheduled virtual visits, check your email for your invitation
- Open the MaimoCare 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 email address [noreply@maimocare.org](mailto:noreply@maimocare.org)

### 1 week before

- Sign up for MaimoCare using the link in your email invitation if you have not already done so
- Using the "My Appointments" 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