

## MediSys Telehealth Quick Reference Patient Guide

[Spanish](#) [Chinese Simplified](#) [Chinese Traditional](#)

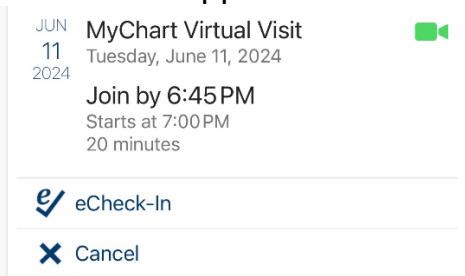
### Accessing your Medisys Connect Account

1. You can access your Medisys Connect account from the Medisys Connect app available from your App Store or by browsing to <https://connect.medisyshealth.org/>.

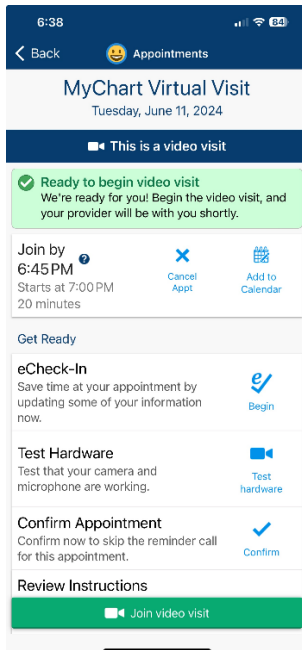


### Beginning your Telehealth Visit

1. Click on Appointments and select your upcoming Virtual Visit appointment.



2. Click Join Video Visit to connect to your visit.



### Important Things to Know

Video visits allow providers to interact with a patient from home or on the go through live audio and video like a regular office visit.

Patients are not required to have an active MyChart account to connect to video visit.

Please join meeting 15 minutes prior to your scheduled appointment time.

### Supported browsers:

Chrome, Firefox, Microsoft Edge or Safari.

Internet Explorer is not supported.

iOS devices must use Safari

Please contact (718) 206-5988 or email [mychartsupport@medisyshealth.org](mailto:mychartsupport@medisyshealth.org) for assistance.

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