



**FAMILY  
HEALTH  
CENTERS**  
AT NYU LANGONE

# Virtual Health:

You can now use your mobile phone, tablet, or computer to see a provider from the Family Health Centers at NYU Langone network.



# Frequently Asked Questions

## What is a Virtual Health Appointment?

Any Family Health Centers at NYU Langone patient can do a virtual video visit with an FHC provider by using their mobile device, tablet, or computer without having to come on-site.

## When is a Virtual Health appointment scheduled?

A virtual health visit can be scheduled when the site is typically open during regular clinic hours 9:00 am to 4:30 pm and some sites may have extended hours during the evening. You can either call our Central Scheduling office at 718-630-7942 or use your MyChart to make your appointment.

## How to connect to your Virtual Health Visit?

If you are using a mobile phone or tablet for your Virtual Health visit, you need to download the NYU Langone Health mobile app from the App Store or Google Play. With the app installed, you can then log into the NYU Langone Health MyChart. We recommend that you connect to Wi-Fi for a better video visit experience and to limit your data usage, but it is not necessary. If you do not have access to Wi-Fi, you can connect to the virtual video visit through your wireless carrier.

For help connecting to the NYU Langone Health App, please call **866-262-6458** between 8am and 8pm.

## Computers or Laptops

The NYU Langone Health mobile app is only available for mobile devices. If you would like to use a computer instead of a mobile device, please make sure it has a working web camera, microphone, speakers, and high-speed internet connection. Recent versions of Google Chrome, Apple Safari, and Mozilla Firefox web browsers are compatible with this service.

## How easy is it to connect to a Virtual Health Visit?

It is very simple to connect to a visit. When you schedule an appointment, if you are not able to download the NYU Langone Health App, you can request that your provider sends you a direct link in a text message or e-mail at the time of the visit. Just click the link from your preferred device and you will be in the virtual visit appointment.

## What should I have ready for my Virtual Health Appointment?



You will need a smartphone, computer, or tablet with a camera and microphone to conduct the visit



A private space that is free of distractions



Access to reliable internet



Have your home medications nearby to show your doctor



Have any home medical devices, for example, blood pressure or glucose monitor to review with your doctor

Speak to our staff if you have any additional questions.



Connect to your visit on your computer at [mychart.nyulmc.org](https://mychart.nyulmc.org)



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