

Patient Portal



→ NewYork-¬ Presbyterian

碰 Columbia

Starting a Video Visit via Smartphone

Download the MyChart app 🔂 by searching "MyChart" within the App Store or Google Play. Once in the MyChart app, search for "Columbia University Irving Medical Center Connect".



*Do not click on the Stethoscope "E-Visit" icon as this is an entirely different tool and is not used for video visits



FRIENDLY REMINDERS AND TIPS

- Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
- Make sure you are using the latest version of the app on your phone or tablet
- You, or your physician, can start the video visit up to 15 minutes prior to the scheduled time
- If you minimize the app during your visit, the camera will pause but the microphone will still be on
- If your connection gets lost, you can restart the video visit by following steps 1 through 3 listed above

For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit MyConnectNYC.org

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