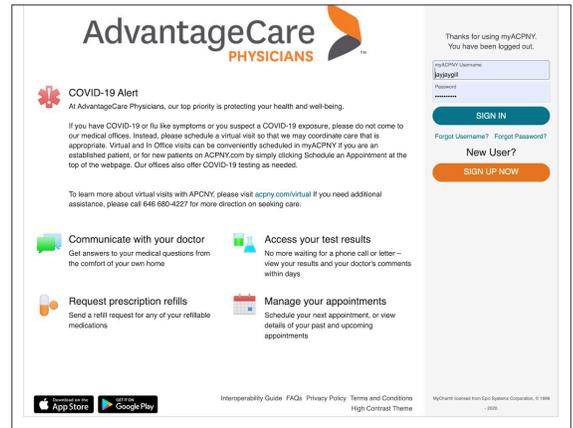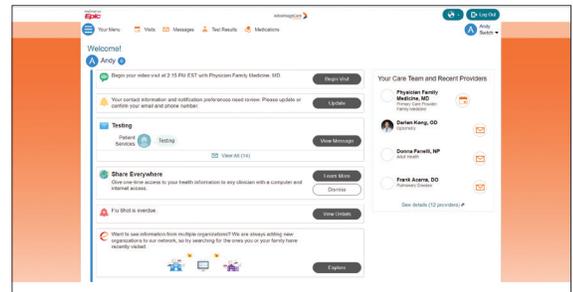# VIRTUAL VISITS

AdvantageCare PHYSICIANS™

PATIENT INSTRUCTIONS FOR VIRTUAL VISITS Computer

Once you have scheduled a virtual visit, you will need to prepare your computer with the right permissions and settings to ensure successful audio and video connections. We recommend using one of the following browsers: Google Chrome, Apple Safari, or Microsoft Edge. Internet Explorer is not a compatible browser.
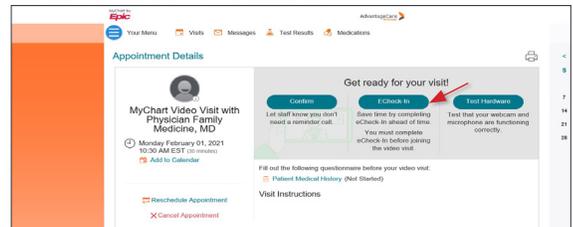
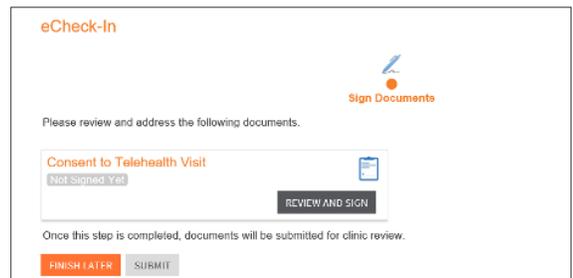**1.** Up to 30 minutes prior to your virtual visit, sign in to your myACPNY patient portal account.

2. Click **Begin Visit** for your virtual visit.

3. Click **eCheck-In** to begin the check-in process.

4. You must complete all eCheck-In steps, including signing all documents, to receive telehealth services from AdvantageCare Physicians.
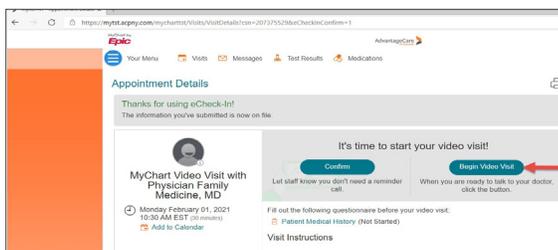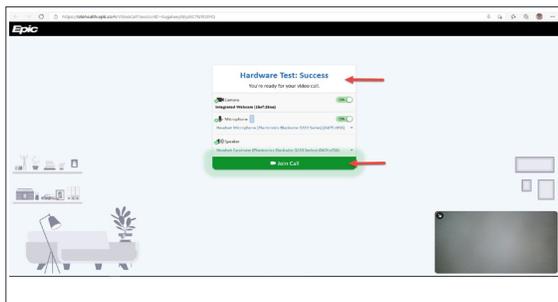
5. To sign all documents:

1. Click the **Review and Sign** button for each document.
2. Review the document.
3. Tap the signature field to sign.
4. Enter your myACPNY password.
5. Click **Continue**.

6. Next, click on **Begin Video Visit**.

You will have the option to test your hardware. To test your hardware, ensure your camera, microphone, and speakers are turned on. Then select **Join Call**.

7. You are now connected and will see this message: "Waiting for others to connect..." Please wait for the provider to join. After the provider has joined, you may conduct your virtual visit.