

Mount Sinai Health System

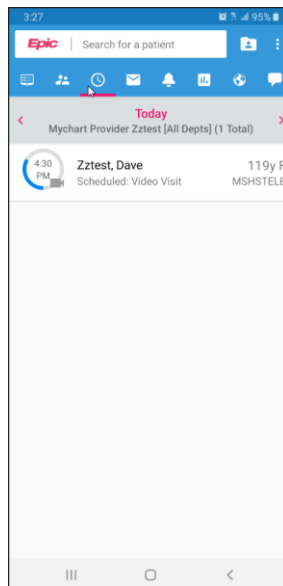
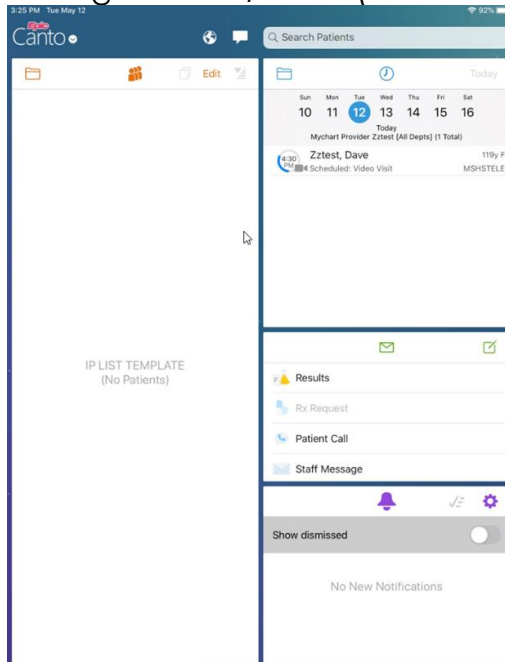
Epic Tip Sheet



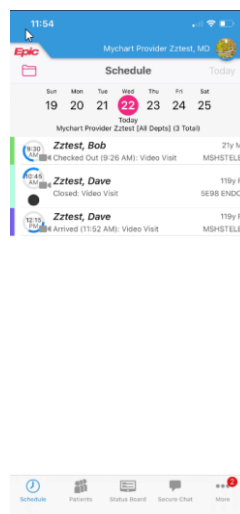
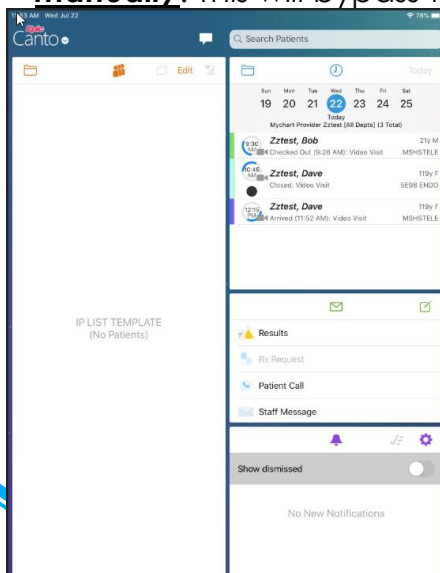
Sending a Link to Patient or Third Party Users

If the patient is not able to login to MyChart or if the Provider wants a 3rd party user to join the video visit, you can send a video link to the individual

- Login Canto/Haiku (IOS or Android), search for the patient



- If the patient cannot login to MyChart to connect **the practice will need to arrive the patient manually**. This will bypass the patient having to complete the eCheck-In

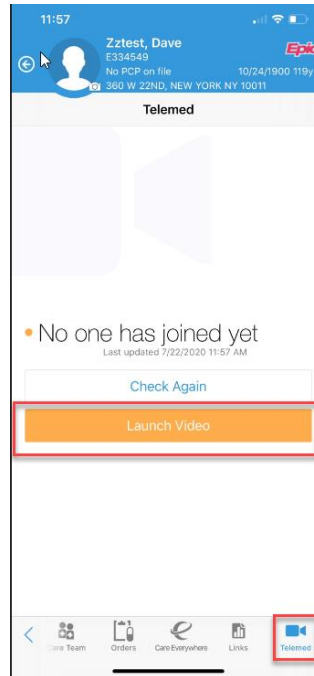
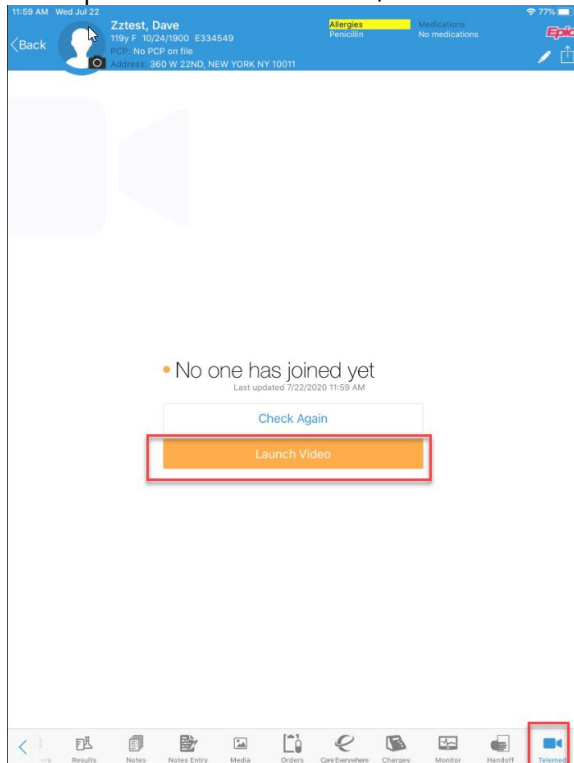


Mount Sinai Health System

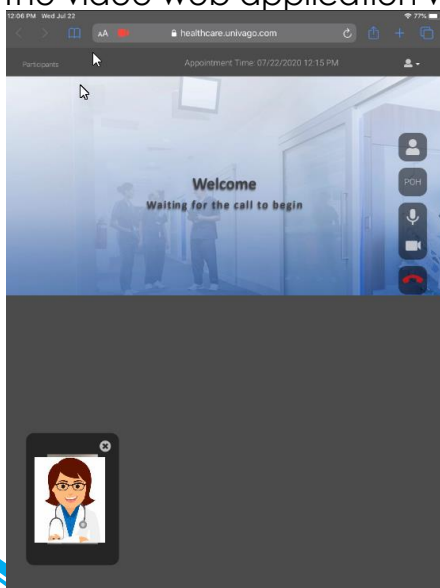
Epic Tip Sheet



- Please contact your practice administration for more information on the required workflow to arrive these visits and provide patients the necessary paperwork.
- Open the encounter, click on the **Telemed Icon** tab → **Launch Video**



- The video web application will open on your default web-browser

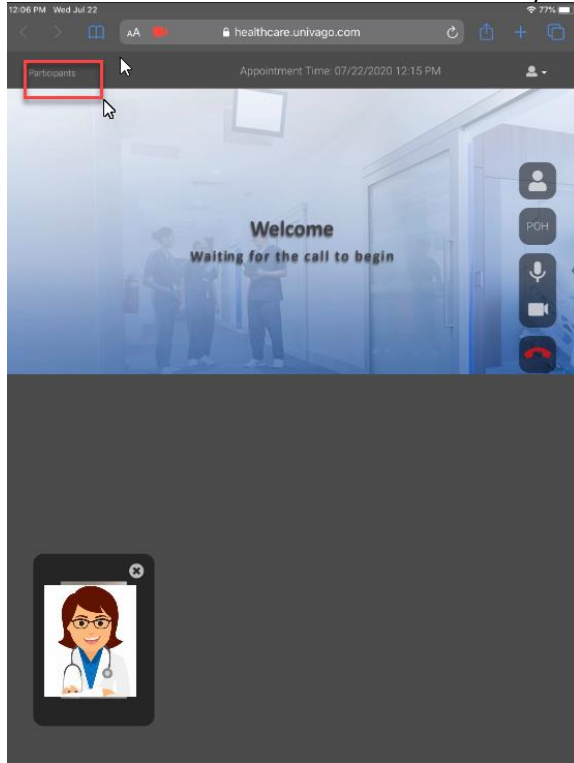


Mount Sinai Health System

Epic Tip Sheet

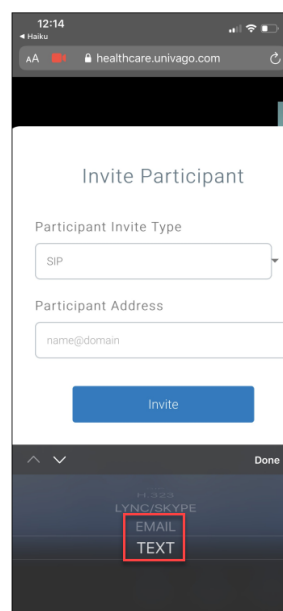
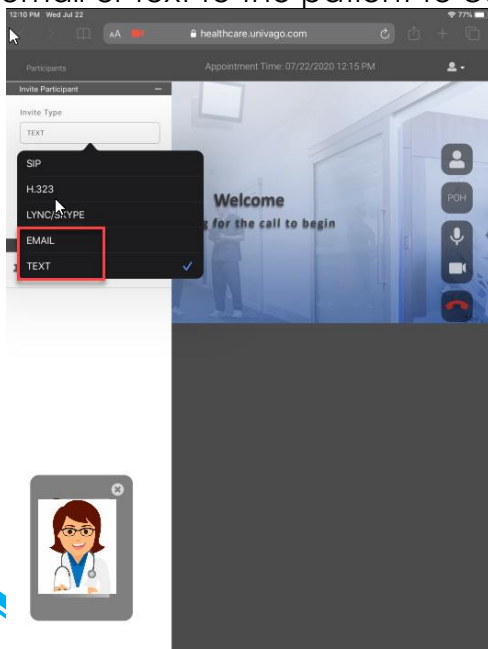


- Click on **Participants** on the upper left side of your Ipad browser or on Haiku devices click on 3 line button on the bottom of your screen



Once clinician click on button with three lines, participant tab will appear

- Right below Participants, select **Invite Type**. The provider will have the option to send an email or text to the patient to connect to the video visit

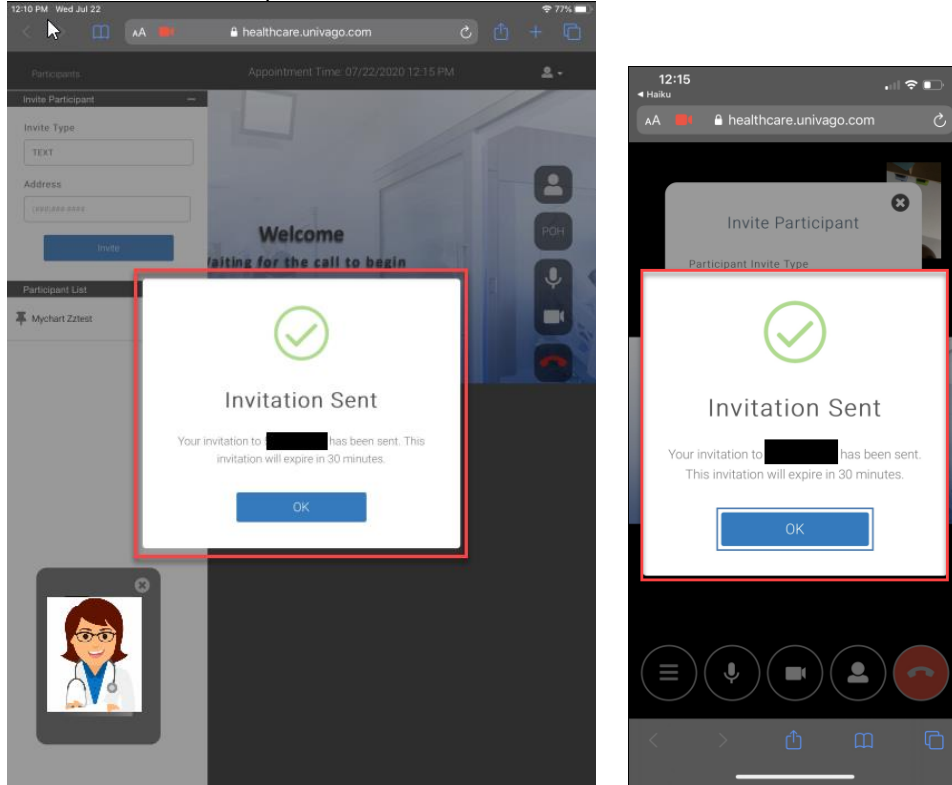


Mount Sinai Health System

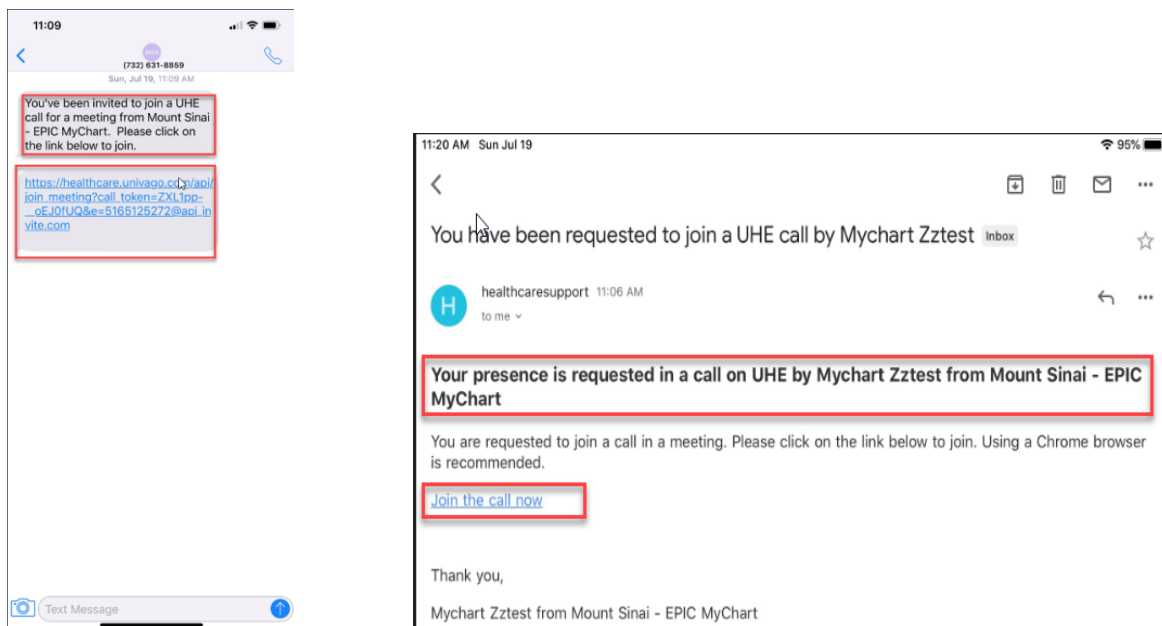
Epic Tip Sheet



- Fill out the required info, click **Invite** and an invitation will be sent out



- The patient or 3rd party user will receive a notification on their device, that will have Mount Sinai Health System specified

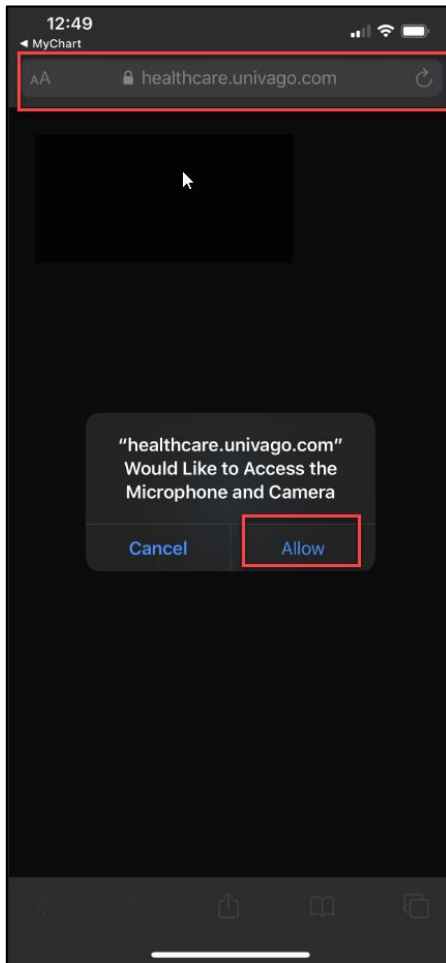


Mount Sinai Health System

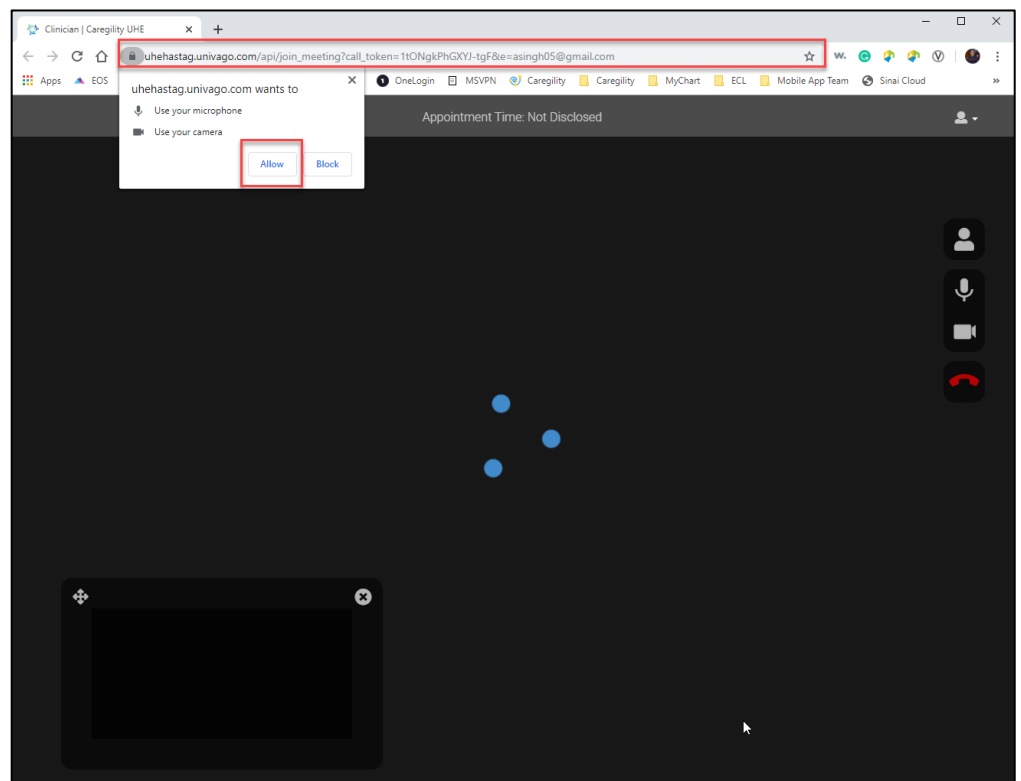
Epic Tip Sheet



- User will click the link provided on the text or email. It will open up a webpage on their device, the site will ask for permission to use your microphone and camera for the visit. Select **Allow**



Mobile



PC/MAC Web Browser

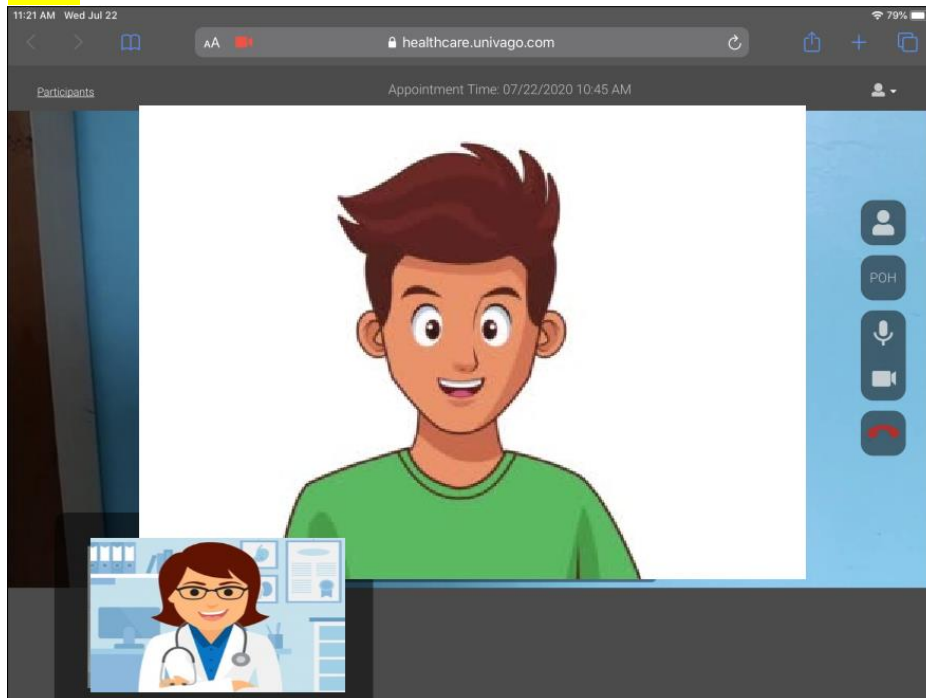
Mount Sinai Health System

Epic Tip Sheet



- Once the user selects Allow, they will then be connect to the video visit, for better pic please ask the patient to hold the phone in Landscape mode.

Canto



Haiku

