



Video Visit

Instructional Guide

Appointments at your own pace and from any place.

To access your scheduled Video Visit, you will need:

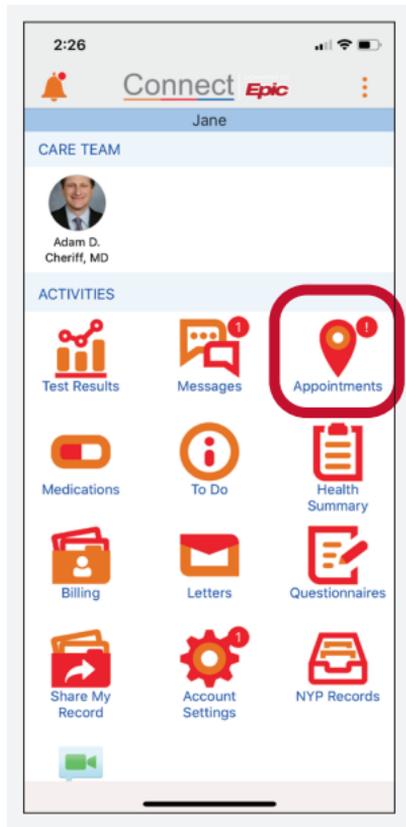
- Your Weill Cornell Connect account username and password
- Any device with a secure network
- To download the Weill Cornell Medicine app to your device from Google Play for Androids and the App Store for iPhones and iPads. If you already have the app, please be sure to run and update it to avoid technical difficulties



- To install Zoom onto your personal device by downloading on the App Store or Google Play
- Well-lit, quiet, and private space

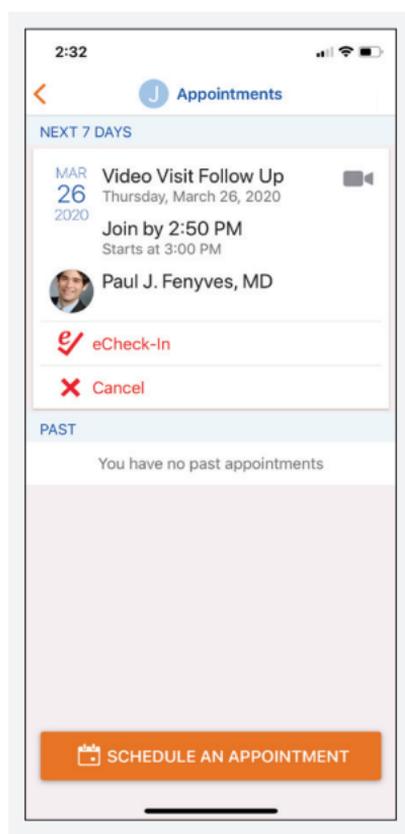
Step 1: Log into the Weill Cornell Medicine App using your Connect Account

15 minutes before your scheduled Video Visit, log into the Weill Cornell Medicine app and click "Appointments."



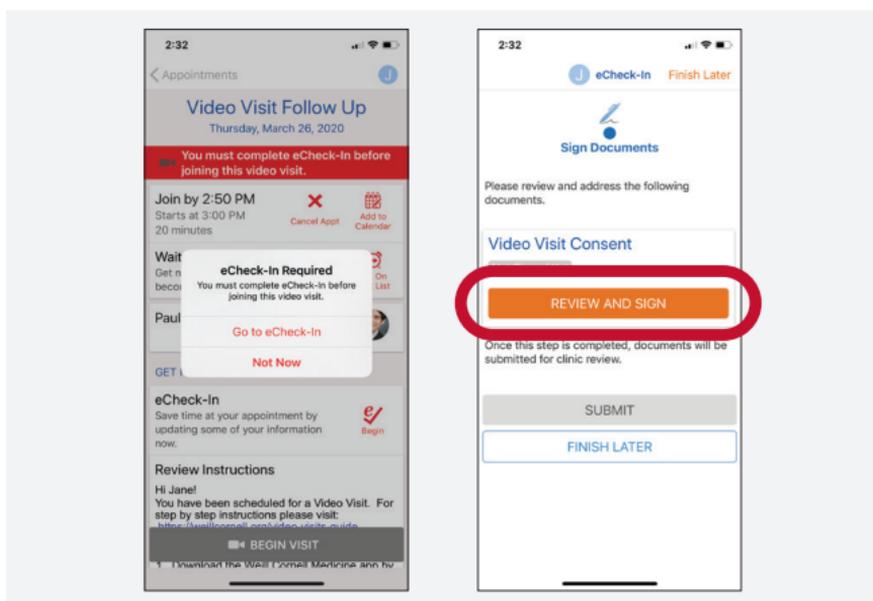
Step 2: Select Your Video Visit Appointment

Click on your upcoming video visit appointment



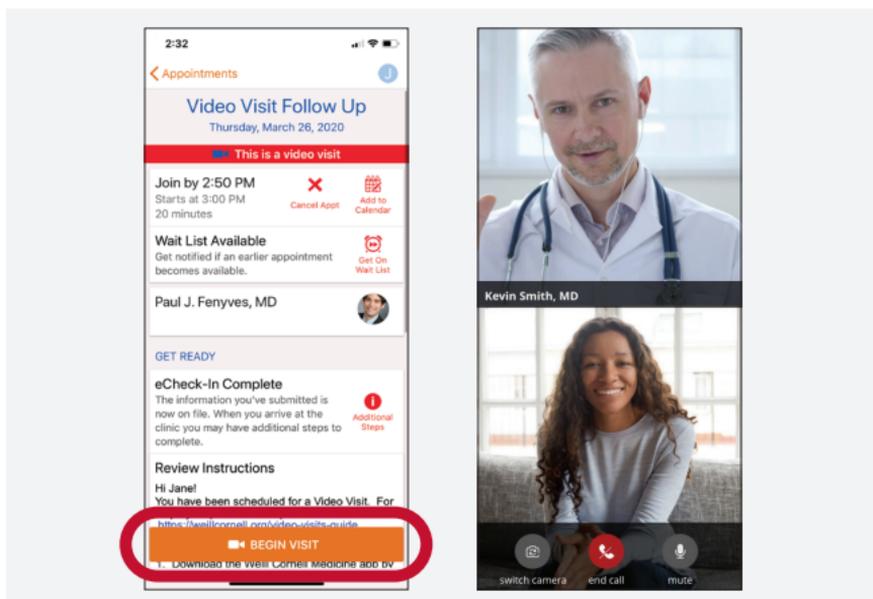
Step 3: You will need to complete eCheck-In prior to your video visit

Review and sign the Video Visit Consent.



Step 4: Begin the Video Visit

Click the "Begin Visit" button at the bottom of the screen. This will activate the camera on your device so that your providers can see you.



Step 5: End the Video Visit

To end the video visit, end the call and log out of the app. Your physician will update any visit notes and prescription information through your Weill Cornell Connect account.

For FAQs and a complete list of practices currently offering Video Visits, go to:

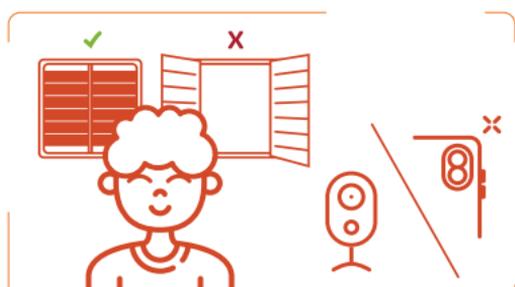
weillcornell.org/video-visits

Video Visit

Guide for Patients

Before Video Visit:

Set Up



Check the room's lighting: avoid having any light source behind you, including natural lights from windows.



Ensure your neck is exposed, including your clavicles.



Have a flashlight ready to help show any areas that need to be examined.



If possible, have a friend or loved one nearby to assist during your visit.

During Your Video Visit:

The Nerve Exam



1. Without turning your head, move your eyes around.



2. With a finger, pen or pencil, gently rub your forehead, cheek and jaw on both sides of your face.



3. Raise your eyebrows up and down.



4. Close your eyes firmly.



5. Expand your cheeks.



6. Stretch your lips by smiling widely.



7. Show your bottom row of teeth.



8. Raise your arm overhead and bring back down.



9. Stick out your tongue.

During Your

Video Visit:

What Your Physician May Examine



Move your tongue

Use a clean napkin to help move your tongue side to side.



Visualize a mass

Look straight ahead while turning your body 45 degrees from the midline in both direction, then look up.



Check the back of your mouth with a clean spoon, press down on your tongue and say, "Ahhhhh."



Examine your neck

Have someone nearby use their hands to help feel for masses around your neck.

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