

To schedule and join your virtual visit, follow these easy steps below from your mobile or desktop device.

## Mobile Device:

1

### Schedule Your Virtual Visit

For existing patients, call your physician’s office to schedule your virtual visit. Once your appointment is made, you will receive an e-mail confirmation with your appointment details and instructions for next steps.

2

### Download App & Create Account

Download the ‘White Plains Hospital Connect’ Patient app from the Apple App Store or Google Play Android Market by searching ‘White Plains Hospital.’ Once you’ve downloaded and opened the app, you will be able to create your account. This app is for the use of secure video, messaging, and file sharing to conduct virtual visits with White Plains Hospital healthcare providers.



#### Quick Tips

Download the app and create your account **before** the time of the visit to ensure a smooth experience.

For Android users, when prompted for permissions to take pictures, record audio/video and access photos, please select “Allow.”

3

### Log in to White Plains Hospital Connect

Once you’ve created your account, log in on the app and proceed to “Visits” page where you can see your upcoming appointments.

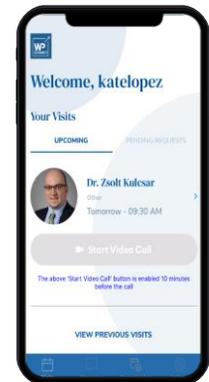
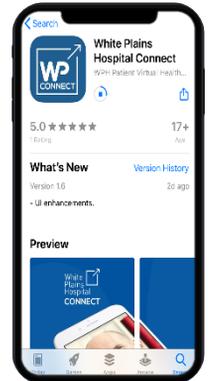
4

### Start Visit

Ten minutes before the scheduled time of your visit you will see a button appear in your invite.



After you click the button, you’ll be asked to provide virtual health consent followed by a screen saying ‘Please wait for clinician to join the call.’ When your provider starts the visit from their side you will see the video call begin. Occasionally it may take up to one minute to properly connect once your provider joins the visit.



## Desktop:

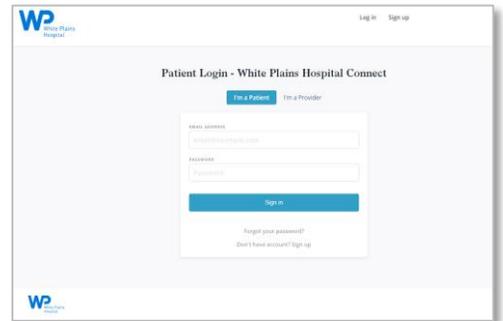
- 1 **Schedule Your Virtual Visit**  
For existing patients, call your physician’s office to schedule your virtual visit. Once your appointment is made, you will receive an e-mail confirmation with your appointment details and instructions for next steps.
- 2 **Create Account**  
You will receive an email informing you that you have a visit with your medical provider. Because privacy and security is paramount, in order to join the visit you will need to create a White Plains Hospital Connect account. To create an account go to: <http://wp.medisprout.com> and select **‘Patient Sign Up.’** Please use Google Chrome as your web browsers; other browsers are not supported at this time.



### **Quick Tip**

Create your account **before** the time of the visit so you are ready to go with a smooth connection experience at the time of your appointment.

- 3 **Log in to White Plains Hospital Connect**  
Once you have created your account, you can log in and view your upcoming appointments in your **‘Visits.’**  
You can log in using this link below: <http://wp.medisprout.com> and select **‘Patient Log In.’**



- 4 **Start Visit**  
Ten minutes before the scheduled time of your visit you will see your upcoming appointment turn blue. To begin the video visit, press the button: “Start Video Call”

 **Start Video Call**

After you click the button, you’ll be asked to provide virtual health consent followed by a screen saying **‘Please wait for clinician to join the call.’** When your provider starts the visit from their side you will see the video call begin. Occasionally it may take up to one minute to properly connect once your provider joins the visit.



### **Quick Tip**

Use Google Chrome as your web browser. When your visit begins, you’ll be prompted for permission to share your location, access your microphone and access your camera. Please select “Allow.”