READY TO START A VIDEO VISIT? FOLLOW THESE STEPS.

ROCHESTER REGIONAL HEALTH **CUIDE**

Complete activation and pairing of the device prior to starting a video visit. View our **Quick Start User Guide** to learn more.

Note: To connect you will need a secure Wi-Fi (2.4 GHz only) or personal hotspot connection. Currently the on-demand functionality is only available to patients 18 years of age and older as well as adult-to-adult proxies.

Scheduling a Video Visit

MyCare PR Switch Patients	MyCare (
	Your Menu
	Q Search the menu Cance
Jane	Find Care
	T Symptom Checker
	On Demand Video Visit - Telemedicine Department
Visits Menu Medications	Schedule an Appointment
	🞇 View Care Team >
Messages Test Results	Communication
Jane 🔞	Messages >
	Ask a Question
Your contact information and notification preferences need review. Please update or confirm	Letters >
your email and phone number.	Clinic Calls

Step 1: Open your MyCare mobile app, tap the *Menu* icon, and then tap *On Demand Video Visit – Telemedicine Department*.

Note: TytoCare video visits are only available with compatible smartphones and tablets through the MyCare app.



Step 2: Enter your location details, and then tap *Confirm*.

Note: Currently, TytoCare video visits are available only in New York State.



Step 3: Select Tyto Video Visit.

%tytocare[™]





Step 4: Tap *Put Me in Line*. Note: *This step will display the estimated wait time.*

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Step 5: Enter the reason for your visit, and then tap Schedule.

K Back	
TYTOHOME VISIT	
You must complete eCheck-In before joining this video visit.	
Upcoming Video Visit	
Care eCheck-In Required You must complete eCheck-In before joining this video visit.	
eCh Go to eCheck-In	
Save Not Now ,gin	
now.	
Review Instructions	
This visit will take place using video conferencing technology and you will be connecting via smartphone, tablet or computer.	
When requested you will be automatically placed in the queue in the order in which you requested your	
■< Begin visit	

Step 6: Select Go to eCheck-In.

Note: You must complete the eCheck-In process before joining the video visit.



Step 7: Join the video visit. When your provider is ready to see you, you will receive a notification. Tap *Begin Visit* to start your video visit.

If you need assistance at any point, please contact CareNow at **585.922.TELE (8353)**

OR

TytoCare customer service: 1.866.971.TYTO (8986) option 2

Email support@tytocare.com for Tyto device login, pairing issues, and Tyto error messages.





