Welcome.
Use the app to manage your appointments, message doctors, view test results, and much more.
HSS is always seeking ways to improve our patients’ experience. With the new MyHSS app, you can manage your care and access important information and resources at HSS, all in one place. MyHSS is designed to give you quicker, easier access to the information you need. This guide will give you step-by-step instructions on using the app and information about particular features.

If you need any help downloading or using the app, call your provider’s office. If staff is unable to troubleshoot the issue, you can call 844.269.4509 to contact the MyHSS Help Desk.

Section 1: LOGGING IN AND HOME SCREEN

When you first download the app, you will see this landing page. You can log in by tapping “I’m a Patient” and then entering your MyHSS credentials on the following screen.

If you do not have a MyHSS account, click on “Sign up” in the top right corner of the Welcome to HSS screen and sign up for a MyHSS account using the [MRN Number?] from your provider’s office.
Features on the Home Screen

You will see this screen first every time you log in to the app after your first log in.

At the top, your feed has quick links to more commonly used features: appointments, messages, test results and billing.

Your feed also displays updates to your chart, including future appointments, new questionnaires and tasks for you to complete, billing statements and lab results.

You can also check in for appointments by CLICKING “eCheck-in” or “Visit Pre-Check.”

Appointments

You can view past and future appointments, review appointment details, and complete visit pre-check by tapping on “Appointments” at the top of the Feed. This will bring you to the screen below. You can complete pre-appointment questionnaires before your appointments by clicking “Visit Pre-Check.”

You can also schedule appointments by tapping on “Schedule an appointment.” You can only book appointments with providers you have already seen using this feature.

Note for staff: Only providers who have been rolled on to Direct Scheduling will appear on this list.
Launching Video Visits from the Home Screen

1. Upcoming appointments, including video visits, will appear in the bottom section of your Home Screen. Before the video visit, you will be required to complete Pre-check. Tap on the green “Visit Pre-Check” button to start.

2. You will be asked a series of questions as part of Pre-Check, including your medical history and insurance information.

3. When you complete Pre-Check, the app will show you a confirmation screen.

4. If it is more than 10 minutes before your scheduled appointment time, you will see that the appointment card has been updated on your Home Screen so that you can log in for your appointment when it is time.
5. Either 10 minutes before the appointment or at the time of the appointment, you can launch the video visit by tapping on “Begin Video Visit.”

*Note: You will need to download Zoom Cloud Meetings from the App Store or Google Play if you do not already have it in order to have your video visit.*

6. You will be redirected to Zoom. Please wait until your provider starts the meeting and lets you into the virtual meeting room.
1. Tap on “Appointments” on your Home Screen.

2. Complete your Visit Pre-Check by tapping on “Visit Pre-Check” in the appointment card.

3. Once Pre-Check is complete, the appointment card will update. Tap the appointment card to open details.

4. From 10 minutes before your appointment until the time of your appointment, you can launch the video visit by tapping on “Begin Visit.”

   Note: You will need to download Zoom Cloud Meetings from the App Store or Google Play if you do not already have it in order to have your video visit.

5. You will be redirected to Zoom. Please wait until your provider starts the meeting and lets you into the virtual meeting room.
Click on the **Get Care** tab at the bottom of the Home Screen to access your options for care.

You can schedule a new appointment with a provider you have already seen or a new provider at HSS. This includes physical therapy appointments. You will be able to view both in-person and virtual options for the providers you choose.

You can also schedule an appointment for virtual urgent ortho care or in-person urgent ortho care.

**Schedule an Appointment with a Specialist You’ve Seen**

1. Tap **“Schedule with a Specialist You’ve Seen.”**
2. You will see a list of providers with whom you have had appointments in the past. *(Please note, only providers who have enrolled into HSS Direct Scheduling will appear here, even if you’ve seen them before.)*
3. Tap the provider with whom you want to schedule an appointment.
4. Confirm your appointment request details.
   a. Select any preferred dates and times.
   b. Type in the reason for the visit (e.g., “back pain” or “sore joint”).
5. Tap the green **“Send Request”** button. Your request will be sent directly to the provider’s office.
Schedule an Appointment with a New Specialist

1. Tap “Schedule with a New Specialist.”

2. Under the question “Looking for an appointment with a physician?” tap the top blue “Book Online Now” button.

3. Type in a condition or problem for which you’re looking to get treatment (e.g., “lower back pain”), or the name of a physician with whom you’d like to book an appointment. Tap “Search.”

4. Your search may result in many options. If you’d like to refine this list, tap “Select & Apply Filters” at the bottom of the screen to filter by location, specialty, language or patient age. Close the filter after your selection.
5. **Tap** on a provider to continue booking.

6. Select your insurance provider and your insurance plan.

7. To be sure you are seeing the right provider, we will ask you to answer a few questions about your condition. **Tap** the blue button at the bottom to move to next step.

8. Select the day and time you’d like to schedule your in-person appointment.
   a. You have the option of filtering availability by day, time and dates of appointments by tapping on **“Day & Time.”**
   b. You can filter by location by tapping on **“Location.”**
   c. **Tap** “Apply” to apply the selected filters.

9. If you’d like to schedule a virtual visit, tap the blue **“Book Here”** link above the scheduling filters.

10. Once you select your timeslot, a blue **“Next”** button will appear. **Tap** it to continue.
11. Review your appointment details on the next screen. **Tap “Schedule Appointment”** to confirm the appointment.

12. An appointment confirmation screen will display. **Tap “Return to Home”** to return to your Home Screen.

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**Schedule a New Appointment with a Physical Therapist**

1. **Tap “Schedule with a New Specialist.”**

2. **Tap** the second blue button, schedule a physical therapy appointment.
3. Complete the physical therapy request form and answer a few questions about your condition and insurance. Scroll down to answer all questions. **Tap “Next”** to continue.

4. Select the location at which you want to schedule an appointment. (If you select a location that does not offer online booking, you will be asked to submit an appointment request form.) Select your insurance provider and enter your insurance ID. If you do not have insurance, [what?].

5. If the location you select offers online booking, you may continue to select a time slot. Time slots can be filtered by day and time and by the name of the physical therapist.

6. Select appointment time and **tap “Next”**.
7. Review your appointment details and tap “Schedule Appointment.”

8. A confirmation of your appointment with details will display. Tap “Return to Home” to return to your Home Screen. Your new appointment details should appear.

**Urgent Ortho Care**

HSS offers Urgent Ortho Care for specific types of injuries virtually or in-person. For more on the types of injuries or pain that are appropriate for urgent ortho care appointments, visit [www.hss.edu/urgent-orthopedic-care.asp](http://www.hss.edu/urgent-orthopedic-care.asp). For medical emergencies, like a suspected broken bone that is showing through the skin, go to the emergency room.

**Scheduling a Virtual Urgent Ortho Care Appointment**

1. Tap “Virtual Urgent Ortho Care.”

2. Select your state of residence and tap “Confirm.” Please note that HSS currently offers virtual visits to patients located in Connecticut, New Jersey or New York during the time of the visit.

3. Tap “On Demand Video Visit” and “Continue.”
4. **Tap** “Put me in line.”

5. Enter the reason for your visit (e.g., “lower back pain”) and **tap** “Schedule.”

6. You’ll be asked to answer pre-check questions about your insurance, medications and allergies. **Tap** “Go to Visit Pre-Check.”

7. The last step in Visit Pre-Check requires you to review and sign the Telehealth Consent form. **Tap** “Review and Sign.”

8. Draw your signature in the signature box. **Tap** “Continue.”

9. **Tap** “Submit” on the following screen to complete your Visit Pre-Check.

10. You’ll reach a screen that confirms your pre-check. **Close the window.**
11. Return to your Home screen and tap the Appointments link to access your on-demand visit details. Ten minutes before your appointment time, you can tap on “Begin Visit” at the bottom of the screen.

*Note: You will need to download Zoom Cloud Meetings from the App Store or Google Play if you do not already have it in order to have your video visit.*
4. Select your insurance provider. If you do not have insurance, [what?].

5. Select one of the available appointment times. You can use the filters above the time slot to filter by provider, day of the week and time of day. Tap “Next” when you’ve selected an appointment time.

6. Review the appointment details and tap “Schedule Appointment” to confirm your appointment.

7. Your appointment confirmation will display. Tap “Return to Home” to return to the Home Screen.
SECTION 3: RESOURCES TAB

You can access this tab by CLICKING "Resources" at the bottom of your Home Screen.

**On this tab, you can:**

- **Look up** providers at HSS through the Find a Doctor tool.
- **Read content** on various conditions and treatments we specialize in at HSS.
- **Find** other HSS locations.
- **Get directions** to doctors’ offices, parking, and other local amenities at our main location in Manhattan on the Get Directions tool.
- **Read tips** on exercise, nutrition, working from home, and more.
- **Read stories** from patients like you.
- **Explore** and sign up for HSS educational webinars and fitness classes.
Get Directions

The Get Directions tab displays step-by-step directions to your doctor’s office, treatment location, area parking and more around the HSS main campus in Manhattan.

To access this tool:

1. **Tap** the “Resources” tab at the bottom of your Home Screen.
2. **Tap “Get Directions.”**
3. You’ll see a pop-up asking you to enable Bluetooth. Tap “Allow.”
4. To see a doctor’s office location, **tap “Physicians”** and type in the name of the doctor you are visiting.
5. Select the doctor. You’ll see a map of their office at the HSS main campus and office details. You can drag the card up to view all details. **Tap** the green “Directions” button to get directions from your location.

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![Screen shot of the app interface](image-url)
6. A map of your route will display. **Tap** the green “**Go**” button to launch navigation instructions.

7. Select the navigation tool you would like to use (i.e., Google Maps, Waze, Apple Maps). You will be brought out of MyHSS and to the navigation app.

8. When you are close to the doctor’s office, launch the **Get Directions** tool in the MyHSS app to get walking step-by-step directions to the office.
SECTION 4: MENU TAB

You can access the Menu at the bottom of your Home Screen. The Menu provides a list of all the resources, tools and parts of the medical record available through MyHSS.