



**Title:** NYGA Video Visit Policy

Effective July 26, 2021

Dear NYGA Patients:

In order to ensure an optimal video visit with your NYGA provider, we respectfully request that you:

1. Conduct your video visit from a location that is private, comfortable, and with a strong Wi-Fi signal.
2. Log on 5-10 minutes before your appointment.
3. Free yourself from distraction (i.e., no multi-tasking, walking, driving, eating, etc.). In this respect, your video visit should mirror an in-person office visit.

During your appointment, our providers are 100% focused on your health and we ask the same of you.

If you are unable to comply with the requests above, we may have to reschedule your visit and charge a rescheduling fee of \$75.

Thank you for your consideration.