

WPH Medical & Wellness Urgent Care at Armonk **COVID-19 Testing**

1 Call Ahead to Schedule Your Urgent Care Appointment

Dial (914) 849-7999 to speak with a staff member and find the best time for you to see a clinician.

2 Before You Arrive at Armonk Urgent Care

Download the “White Plains Hospital Connect” patient app from the Apple App Store or Google Play Android Market by searching “**White Plains Hospital Connect.**” Once you’ve downloaded and opened the app, you will be able to create your account by clicking “**Sign Up**” on the app welcome screen. 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



Be sure to download the app and create your account **before** you arrive 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 Arrive at Urgent Care; Stay in Your Vehicle.

Upon arrival, call Armonk Urgent Care at (914) 849-7999 to let us know you have arrived and to confirm your appointment. **Please stay in your vehicle** and follow instructions from the care team.

4 Log in to White Plains Hospital Connect

Log in to your WPH Connect account on the app. Proceed to the “Visits” page where you will see your upcoming appointment.

5 Start Your Visit

Once the “Start Video Call” button on your upcoming appointment turns **BLUE**, you can begin your virtual visit by clicking the **BLUE** button. After you click the button, you’ll be asked to provide virtual health consent, followed by a screen that reads “**Please wait for clinician to join the call.**” Your provider will join the call as soon as they are ready. It may take up to one minute to properly connect once your provider joins the visit.

6 Your COVID-19 Test

A nurse or medical assistant will come to your vehicle to perform a nasal swab. Your results will be available within about 60 minutes, but it can take up to a few hours. Once your results are ready, a care team member will call you. Please refrain from calling for updates.

