



✓ Do You Need Help Using Your Computer, Smartphone, Etc.?

✓ We Can Help You.

Computers and smartphones have made it easier for everyone to communicate. Knowing how to use one will help you in your daily life. You can access your medical records, talk to your doctors and loved ones, and make your grocery store list. See below for help. Classes are **FREE** and are available in **MANY** languages.

Northstar Digital Literacy



VISIT dol.ny.gov/digital-literacy-training-northstar

- Take classes online or in person
 - Easy to follow lessons
 - Learn: Basic Computer Skills, Email, Microsoft Word, Career Search Skills
 - Classes are picture and video based to fit everyone's learning style
-

New York Public Library - Tech Connect Program



VISIT nypl.org/techconnect

- Classes available in the Bronx, Manhattan and Staten Island
- Enjoy learning at all levels
- Classes are available in multiple languages
- Classes are offered for ages 50+ and for users with Special Needs

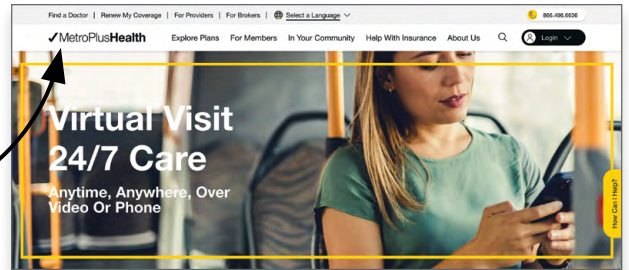
For assistance, contact: phone 917.ASK.NYPL or 917.275.6975 (TTY:212.930.0020)

✓ Visit A Doctor Through A Video Call!

Talk to a doctor using your computer, smartphone, or tablet using **MetroPlusHealth Virtual Visit**.

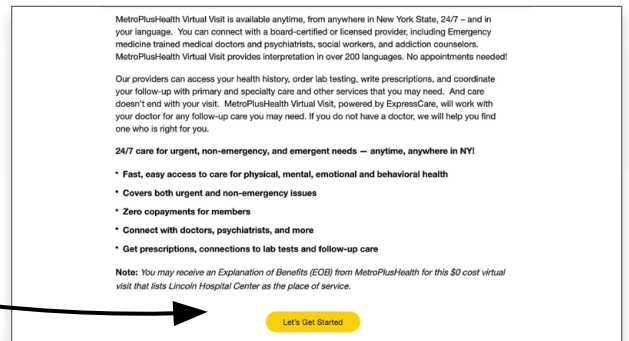
STEP 1

Go to the “VirtualVisit 24/7 Care” page by typing **metroplus.org/members/virtual-visit-telehealth/** into your browser.



STEP 2

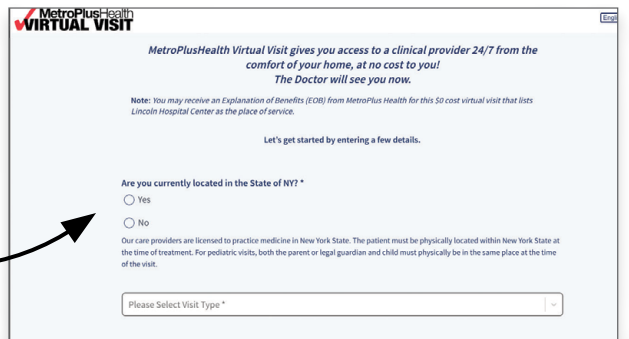
Scroll down the page and find the yellow button that says: **“Let’s Get Started”**
Click the button.



STEP 3

Answer all the questions, including the ones in the drop-down menus. Make sure that:

- ✓ You (or other people on your insurance) are in New York State when using this service at the time of treatment.
- ✓ Have your insurance information or your MetroPlusHealth ID or Social Security Number.



STEP 4

You will then be connected to a doctor.



For More Information:



Call Customer Services and ask for the Care Management Department:
866.986.0356 (TTY:711) | Mon. - Fri.: 8 am - 8 pm (ET) | Sat.: 9 am - 5 pm (ET)

Keep In Mind:

Services are available in over **200 languages**.

Use VirtualVisit/TeleHealth for non-emergency situations such as:

- Lab test or X-ray results
- Behavioral Health
- Prescription management
- Colds, coughs, or stomach aches

Do not use VirtualVisit/TeleHealth for serious or life threatening issues, as such as:

- Bleeding that will not stop
- Broken or fractured bones
- Certain Behavioral Health situations where the member may pose a danger to themselves or others

If you have an emergency call 911 or go to the ER.

Need Wi-Fi? Connect for free:



VISIT [link.nyc](https://link.nyc.gov)

Xfinity Wi-Fi Hotspot finder:



VISIT finder.wifi.xfinity.com

NYC Wi-Fi in the parks:



VISIT nycgovparks.org/facilities/wifi