UC San Diego Health

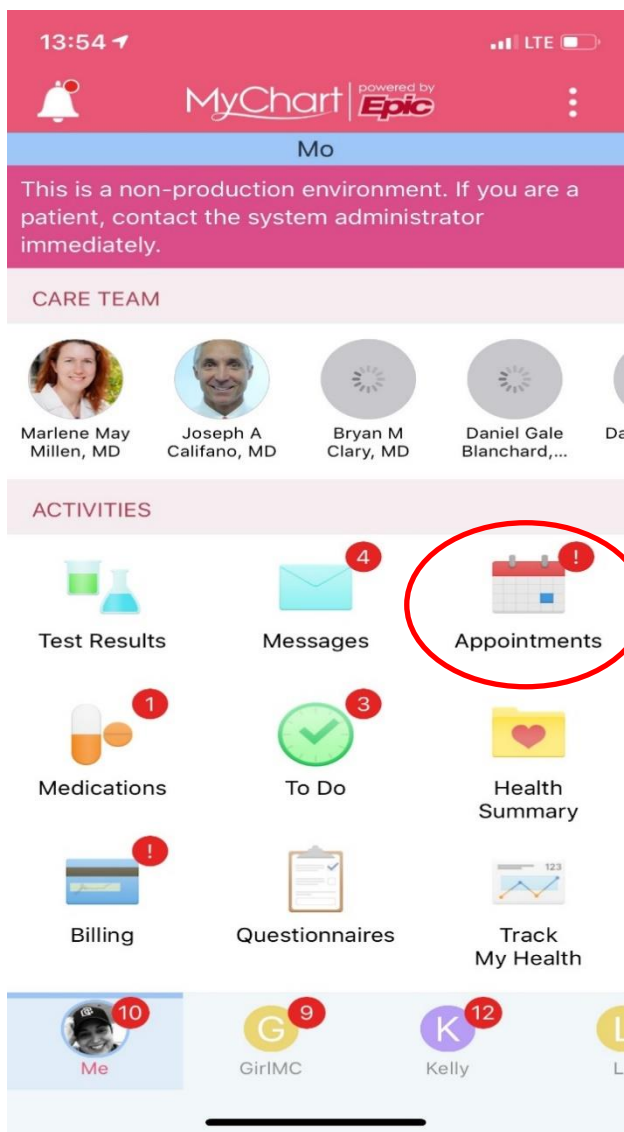## MyChart Video Visits for Patients

MyChart Video Visits allow you to have a virtual appointment with a provider using your smart phone or tablet through the MyUCSDChart App:

- Recommend a minimum of iPhone 5 or above, iPad 3rd edition or above, Galaxy X5 or above
- Recommend a minimum of iOS: 10.10.x or above, Android: 5.0 or above
- Need MyUCSDChart access- your clinic will send you a MyChart activation code if you using it for the first time
- Need MyChart App installed on your device
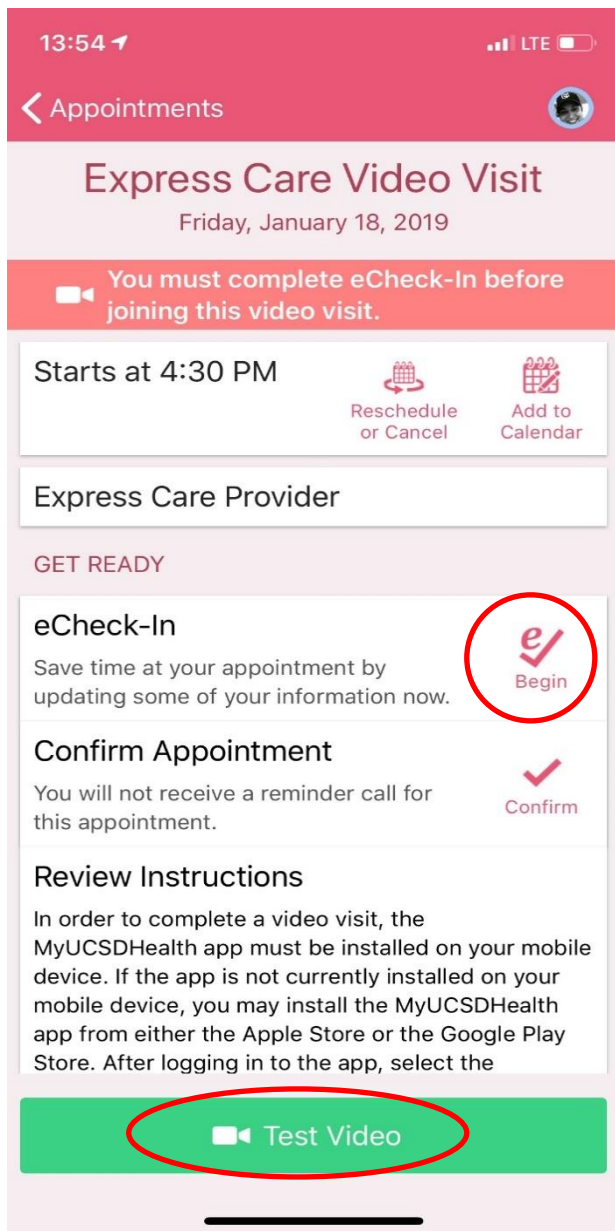- Works best with Wi-Fi or LTE speed

Starting a MyUCSDChart Video Visits

- Download the MyUCSDHealth app on your mobile device. The free app is available in the Apple App Store for iphones or the Google Play Store for androids.
- Have a photo ID ready to hold up to the camera if needed to verify your identify before the video visit begins.
- Open MyUCSDHealth app, click MyChart, and log into your MyUCSDChart account.
- Select Appointments from the main MyUCSDChart home page:

- Then select the appropriate date and time of your scheduled Video Visit. From this screen, test the video connection and make sure to eCheck-in at least 30 mins prior to your scheduled visit:

- After eCheck-in is complete, go back to Appointments in the App and click your Video Visit appointment time. The screen will let you know if you are waiting for the provider or if they are already on the video connection.
- Select START VIDEO CALL.
- It can take up to 20 seconds for the camera screen to be active.
- Please rotate your screen so the device is horizontal for the best view. You may have to turn off the screen lock.

MyUCSDChart Video Visits: How to have a great Appointment

- Please connect to Wi-Fi for the best network connection. 4G or LTE will work but may result in interruptions.
- Be in a private setting where you can talk freely.
- Avoid distractions during the visit (doorbells, phones, children, pets, etc.)
- Mute background noises like TV's and music
- Try not to sit with a window or bright light behind you (the best light comes from in front of you)
- You can test the video visit by:
  - ➢ Opening the MyChart App on your device.
  - ➢ Go to Appointments in the App then click on the provider's appointment time.
  - ➢ Select test camera.
- We recommend that you login up to 30 minutes prior to your appointment to complete the eCheck-in and any Questionnaires.
  - ➢ Log into the app, go to appointment and select eCheck-in.
  - ➢ Have your photo ID nearby in case they need to verify your identity (at first visit).

❖ Call your clinic if the provider is more than 15 minutes late or if there is an issue starting the visit. If you are having technical issues, please contact MyUCSDChart customer support at 619-543-5220 (Monday-Friday, 8 a.m.- 5 p.m).