


MyChart: Video Visit Patient Instructions

Video visits allow you to have an appointment with your provider using your smart phone or tablet through the MyChart app 

- You must be in the state of California during the appointment.
- You need to have MyChart access.
- You need to have the latest MyChart App installed on your device.
- Works best with LTE or Wi-Fi 5 or 6 connections.



Before Your Appointment...

- Open the MyChart app on your device.
 - Select San Diego Sports Medicine from the list of facilities in the app.
 - Sign on using your usual MyChart login and password.
- We recommend that you log in up to 48 hours prior to your appointment to complete eCheck-in and any Questionnaires.
 - When logged in, go to "Appointments" and select the appointment then select eCheck-in.
 - Check-in can be also done from a browser version of MyChart if you prefer.



How to Have a Great Appointment...

- **Use LTE** for the best connection possible (WI-FI will work, but may give interruptions depending on your network).
- You may want to be in a **private setting** where you can talk freely.
- **Try to avoid distractions** during the visit (doorbells, phones, children, pets, etc.)
- Sit in a well-lit area, with **light in front** of you. Avoid sitting with a window or bright light behind you.



How to Start the Video Visit...

1. Open the **MyChart app** on your mobile device.
2. Go to **Appointments** in the App and click on the provider's appointment time.
3. Click on the Video Camera next to your appointment
4. Select **BEGIN VISIT** on the bottom of the screen.
5. It may take some time for the camera screen to be active.
6. Please be aware that we are seeing other patients and providers will join your visit as soon as they are able.



For issues with MyChart or the MyChart app, please call the MyChart Help desk at 619-543-5220.



For any other issues, please call our clinic directly.