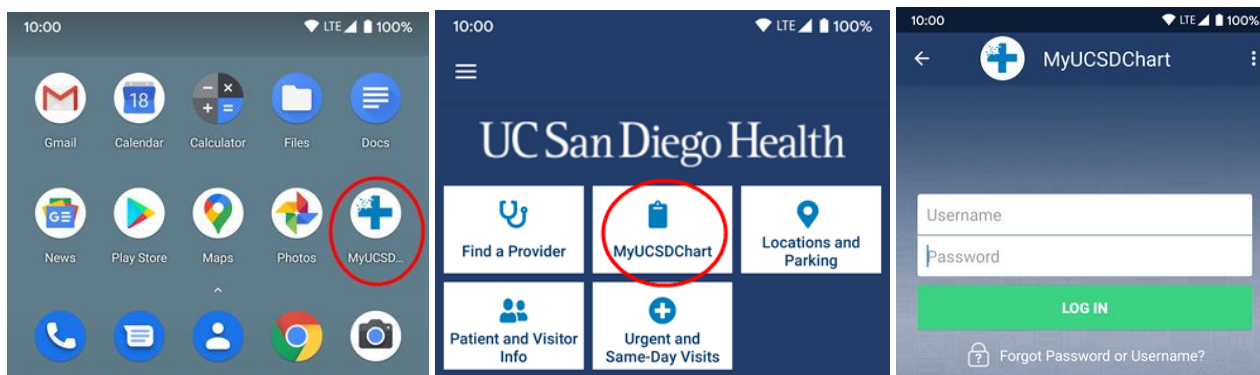# UC San Diego Health

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 MyUCSDHealth App.
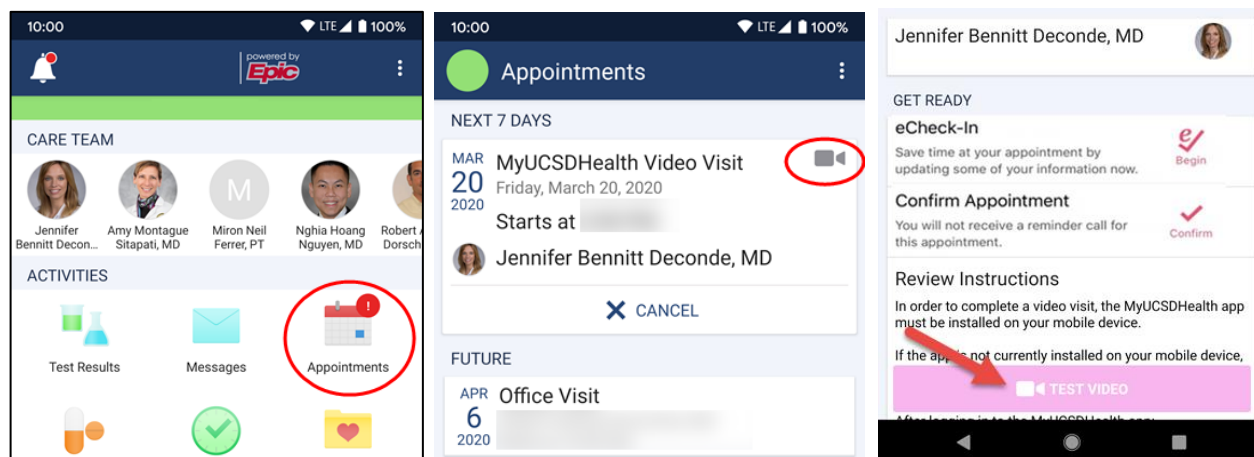
- Recommend a minimum of iPhone 5 or above, iPad 3rd edition or above, Galaxy X5 or above
- Recommend a minimum of iOS: 12.0 or above, Android: 5.0 or above

Preparing for MyUCSDChart Video Visit

1. **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.

2. **Watch** the MyUCSDChart Video Visits "how to" video:

   https://360.articulate.com/review/content/233ea577-52c9-471a-bb3d-5553f97281fc/review

3. **Test** video connection – works best with Wi-Fi or LTE speed:
   - Open **MyUCSDHealth app**.
   - Click **MyUCSDChart** icon.
   - **Log in** to your MyUCSDChart account. First time users, receive a MyChart activation code from the clinic. If you did not receive this code, please contact your provider's office.

- If you are accessing a **proxy account**, select the appropriate tab for the child
- Select **Appointments** icon.
- Select the **video visit** (grey video camera icon).
- Click **TEST VIDEO** icon (bottom of screen).

4. Complete **eCheck-In** at least 30 min prior to your scheduled visit or up to 7 days in advance:
   - Click the [e/ Begin] to complete all questionnaires and sign consents. Once completed, a ✅ will appear.
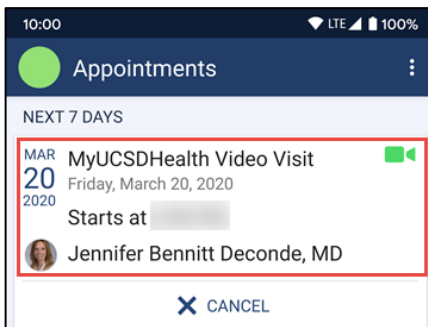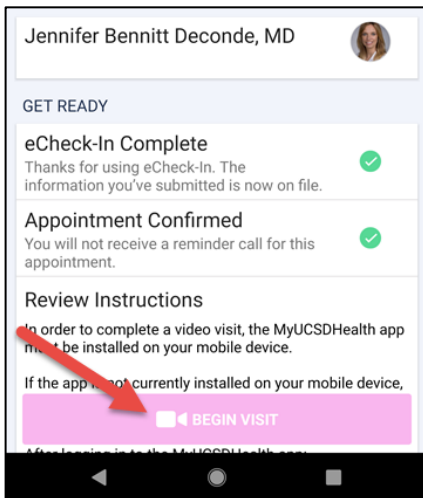
Starting MyUCSDChart Video Visit

> **TIPS:**
> - Have your **photo ID** nearby in case it is needed to verify your identity (at first visit).
> - 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.

1. Connect to **Wi-Fi** for the best network connection. 4G or LTE will work but may result in interruptions.
2. Open **MyUCSDHealth** app.
3. Click **MyUCSDChart** icon.
4. **Log in** to your MyUCSDChart account.
5. If you are accessing a **proxy account**, select the appropriate tab for the child.
6. Select **Appointments** icon.
7. Click on your **video visit appointment**.

8. Click the **BEGIN VISIT** icon (bottom of screen). It can take up to 20 seconds for the camera screen to be active.

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, 6 a.m.- 10 p.m).