

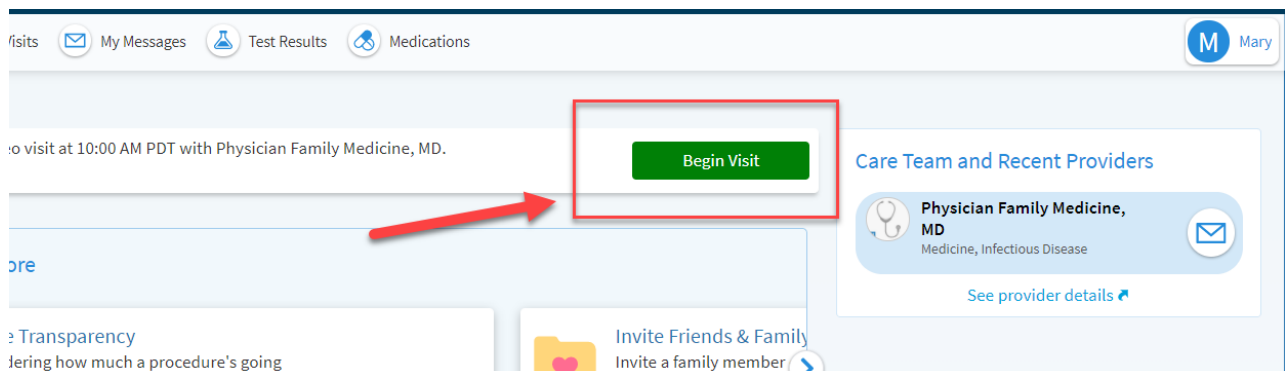
## Patient Information

# How to join a video visit from a computer

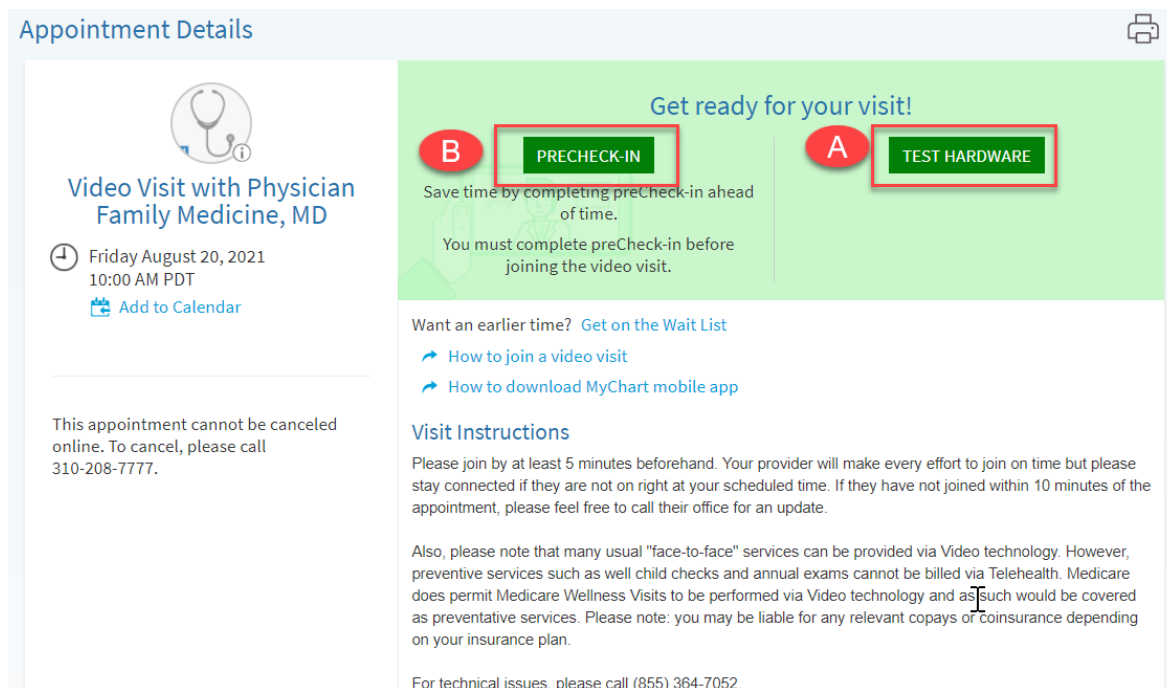
You can conduct Video Visits with your provider from your computer. You will need to be signed up for **myUCLAHealth**. Note: Video Visits will not work on Internet Explorer.

## Video Visit Patient Workflow

1. On the day of the scheduled Video Visit, log into myuclahealth.org using your **myUCLAHealth** Username and Password and click **Begin Visit** in the top banner.



2. Select **Test Hardware (A)** to ensure ensure your camera and microphone are connected. Select **PreCheck-In (B)** and follow the prompts to complete your check-in process.



3. If you are due a copay, you will have the option to pay it here. You may also select **Pay copay later** if you would like to enter your information later (if so, skip to step 6). Then tap **Next**.

preCheck-in

Payments Questionnaires

Please select the amounts you wish to pay below. If you are unable to pay now, you can pay later.

Payment for This Visit

Copay

\$25.00 (Amount due)

Pay copay later

Next Finish later

4. You may choose from a saved credit card or enter new payment information here.

preCheck-in

Payments Questionnaires

How do you want to pay?

Test Credit Card  
Ending in 9990  
exp. 12/2022  
Security code

New Payment Method

[Manage your saved payment methods](#)

Next Back Finish later

5. Confirm your payment and tap **next**.

preCheck-in

Payments Questionnaires

You're almost done!

Please verify that the information below is correct before processing your payment.

Payment amount  
**\$25.00**  
\$25.00 Copay

Payment method  
**VISA** Test Credit Card  
x9990  
exp. 12/2022

Next Back Finish later

6. Complete any relevant questionnaires. For consents, make sure to select the **I Agree** button before clicking continue.

Questionnaires

## Video Visit Consent

For an upcoming appointment with **Physician Family Medicine, MD** on 8/20/2021

\* Indicates a required field.

\* By clicking "I Agree", I consent to the below:

- I agree to be treated via a video visit and acknowledge that I may be liable for any relevant copays or coinsurance depending on my insurance plan.
- I understand that this video visit is offered for my convenience and I am able to cancel and reschedule for an in-person appointment if I desire.
- I also acknowledge that sensitive medical information may be discussed during this video visit appointment and that it is my responsibility to locate myself in a location that ensures privacy to my own level of comfort.
- I also acknowledge that I should not be participating in a video visit in a way that could cause danger to myself or to those around me (such as driving or walking). If my provider is concerned about my safety, I understand that they have the right to terminate the visit.

If you do not consent, please contact your doctor's office now to reschedule.

**I Agree** **BACK** **CONTINUE** **CANCEL**

7. Once your preCheck-in is complete, select **Begin Video Visit**.

Menu Visits My Messages Test Results Medications

Mary

### Appointment Details

Thanks for Using preCheck-In!  
The information you've submitted is now on file.

Video Visit with Physician Family Medicine, MD

It's time to start your video visit!  
**BEGIN VIDEO VISIT**  
When you are ready to talk to your doctor, click the button to begin.

August 2021

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

8. Make sure both your Camera and Microphone are toggled On.

Use the down arrow under the On toggles to switch cameras or microphones if you have more than one on your device.

If needed, you may also update your display name from this section.

9. Click **Join Call** button.

10. You should see your video in the bottom right hand corner of the screen. If your provider has not yet joined, you will see a message indicating "Waiting for others to connect".

## Hardware Test: Success

You're ready for your video call.

Camera: ON  
HD Pro Webcam C920 (046d:082d)

Microphone: ON  
Microphone (HD Pro Webcam C920) (046d:082d)

Speaker: Speakers (Realtek(R) Audio)

Display Name: Mary Mychart

**Join Call**

*Please know, your provider makes every effort to be on time but may be running late. Please stay connecting for 15 minutes past your appointment time. If you have still not connected with your provider, please call their office.*