

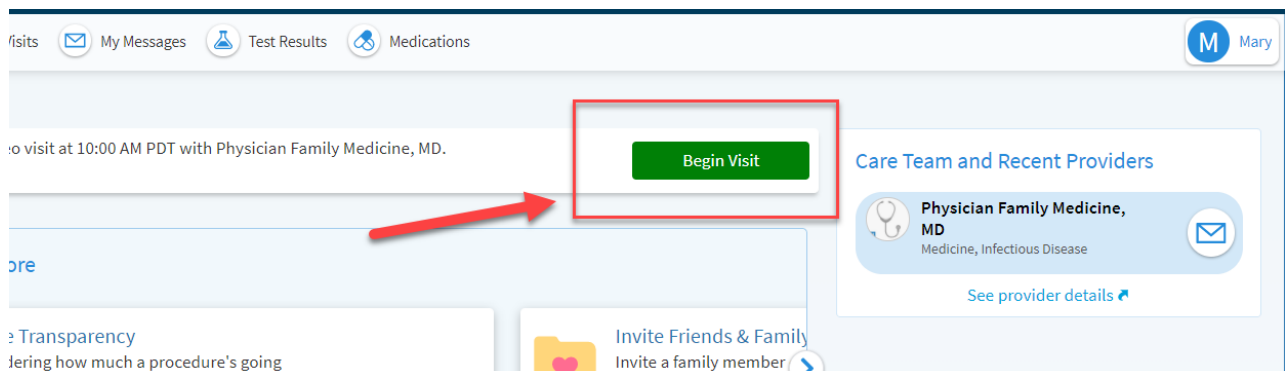
## Patient Information

# How to join a video visit from a computer

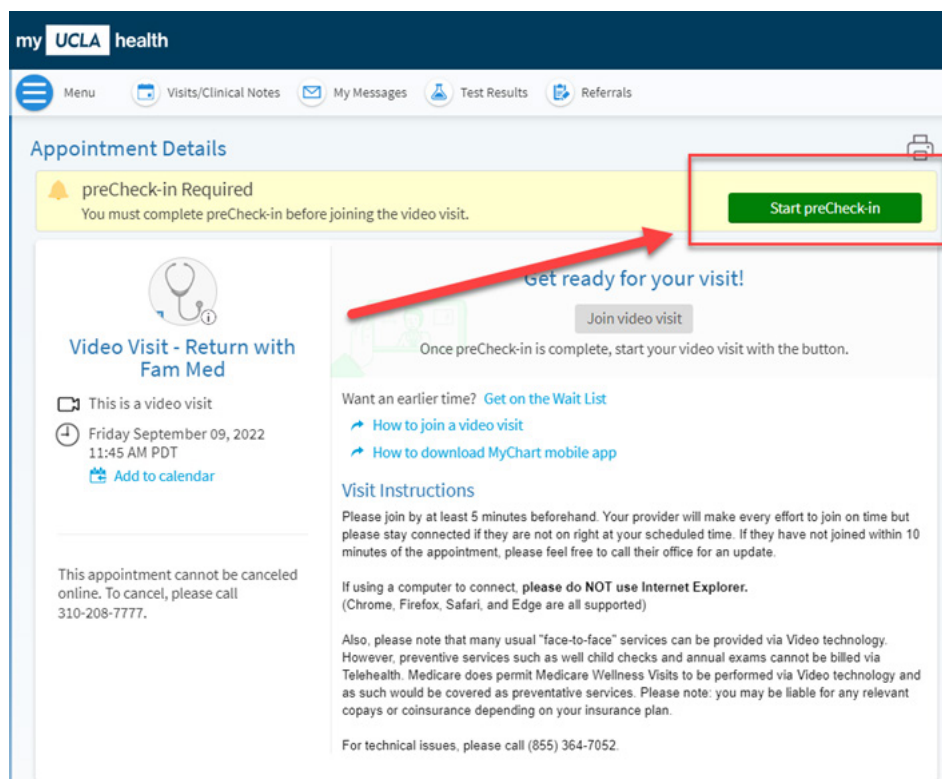
You can conduct Video Visits with your provider from your computer. You will need to be signed up for **myUCLAHealth**. Note: Video Visits will not work on Internet Explorer.

## 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. If you have any **PreCheck-In** tasks, you will see a button labeled **Start preCheck-in**. If you do not have any preCheck-in steps, you will skip to [Step 13](#).



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 questionnaires and submit.

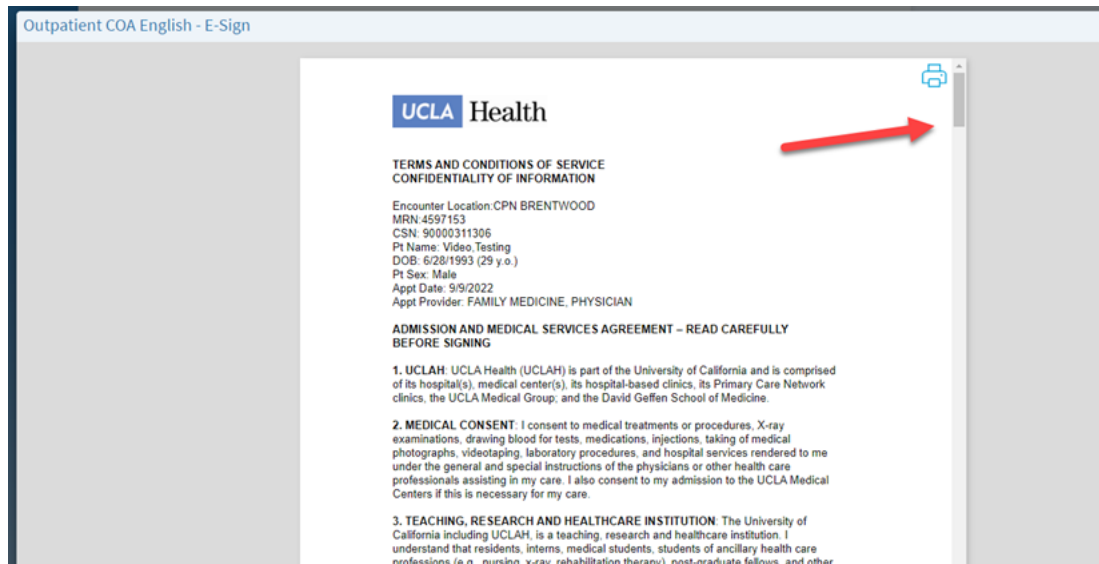
The screenshot shows a web interface for a Medicare Secondary Payer Questionnaire. At the top, there is a progress bar with two steps: 'Questionnaires' (completed) and 'Sign Documents' (pending). The main heading is 'Medicare Secondary Payer Questionnaire' with a sub-heading 'For an upcoming appointment with Physician Family Medicine, MD on 9/9/2022'. Below this, it asks 'Are you entitled to Medicare based on:'. There are two questions: 'Age?' with 'Yes' selected and 'No' unselected; and 'End-stage renal disease (ESRD)?' with 'Yes' unselected and 'No' selected. At the bottom, there are three buttons: 'Continue' (green), 'Back' (blue), and 'Cancel' (red).

UCLA collects your signature on our updated terms and conditions each year. If it has been more than 1 year since you last signed this form, you will be prompted to provide an esignature. If you have never been seen at UCLA before, you will also be prompted to sign our HIPAA form as well. If these do not appear for you, don't worry! That just means you are up to date. **You will not see these requests again for any visit for an entire year.**

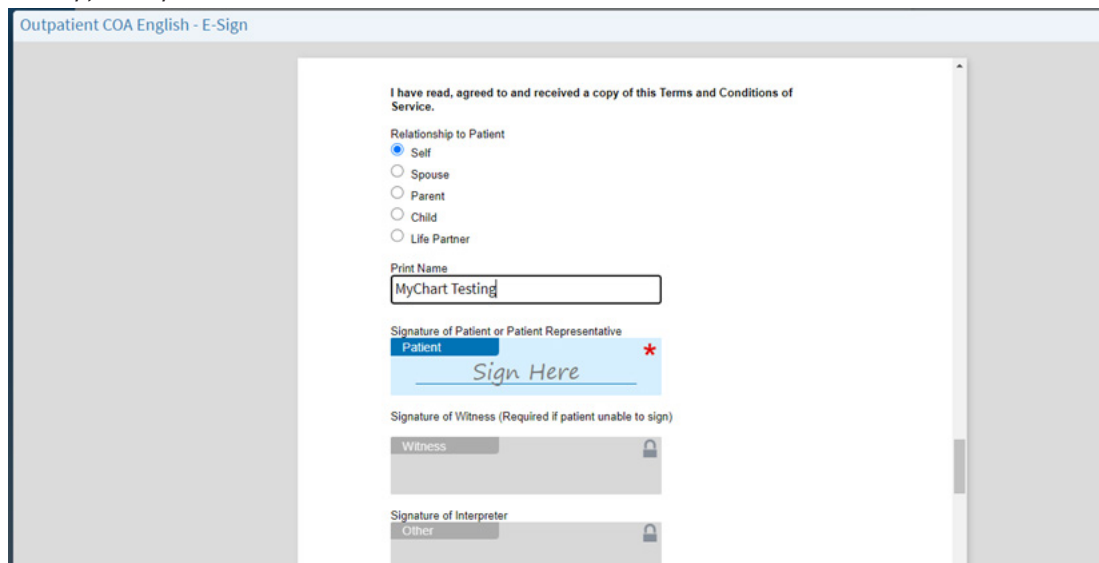
7. Click the green "review and sign" buttons for each document.

The screenshot shows the 'myUCLAhealth' preCheck-in page. At the top, there is a navigation bar with 'myUCLAhealth' and a menu icon. Below the navigation bar, there are icons for 'Menu', 'Visits/Clinical Notes', 'My Messages', 'Test Results', and 'Referrals'. The main heading is 'preCheck-in' with a progress bar showing 'Payments' (completed) and 'Sign Documents' (pending). Below this, it says 'Please review and address the following documents.' There are two document cards: 'myUCLAhealth HIPAA Notice of Privacy Practice English E-Sign' and 'Outpatient COA English - E-Sign'. Both cards have a 'Not Signed Yet' status and a green 'Review and sign' button. Red boxes highlight the 'Review and sign' buttons, and red arrows point to them from below. At the bottom, there are buttons for 'Submit', 'Back', 'Finish later', and 'Back to the home page'.

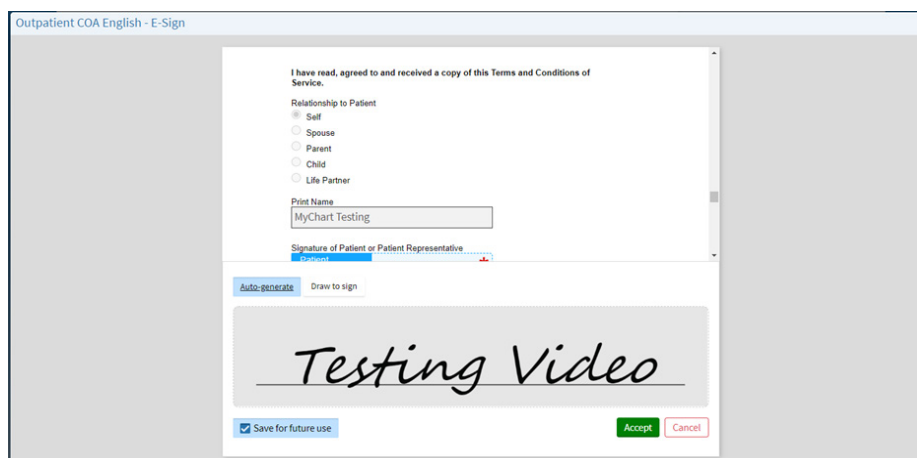
8. A new window will appear with the document. Use the scroll bar on the side to scroll down and fill out all relevant sections.



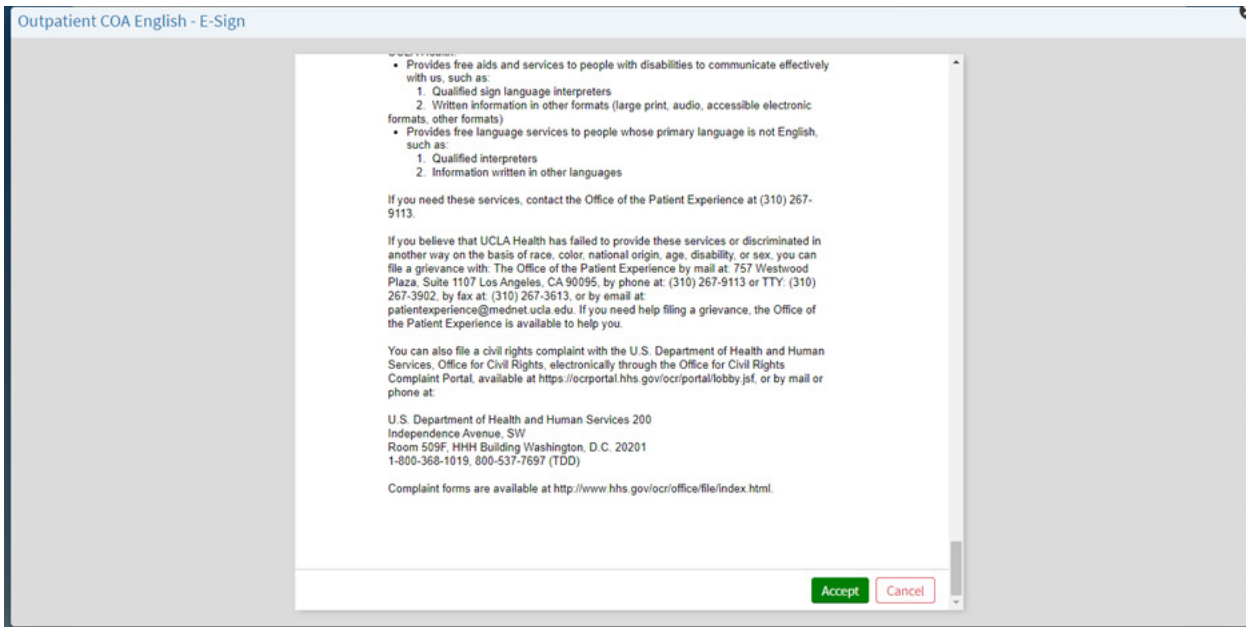
9. Type in your name in the Print Name section and then click on the blue box that says **Sign Here**.



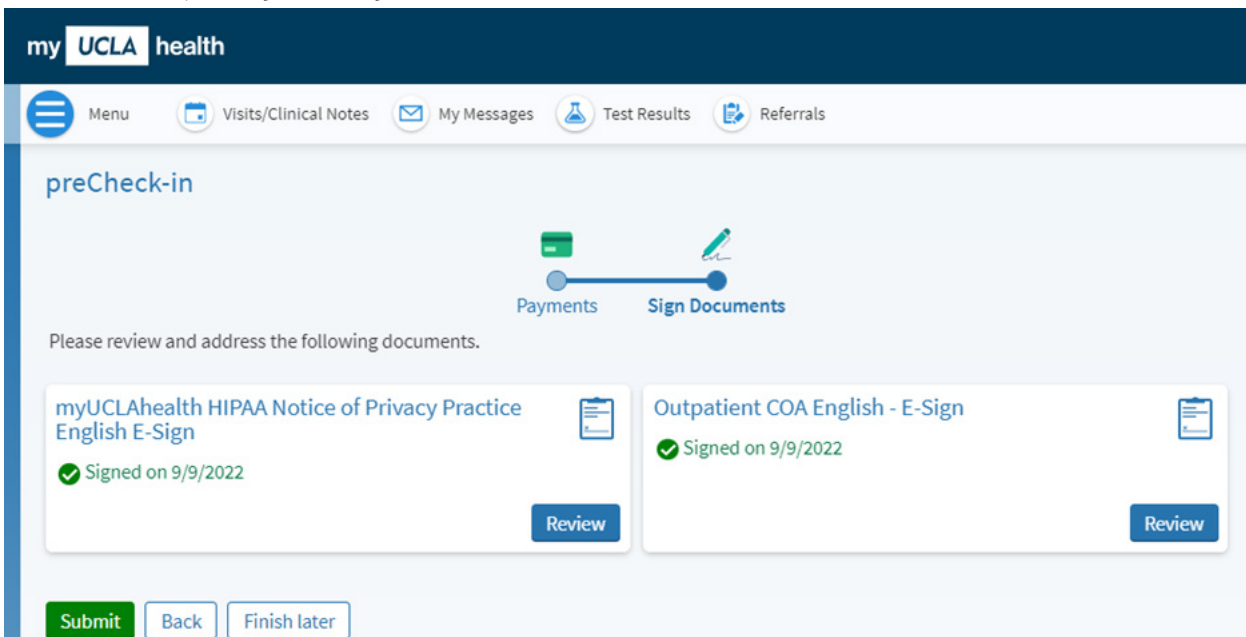
10. The system will auto-generate an electronic signature for you. You can also select **“Draw to sign”** if you would like to sign using your finger or your mouse. Then click the green **Accept** button.



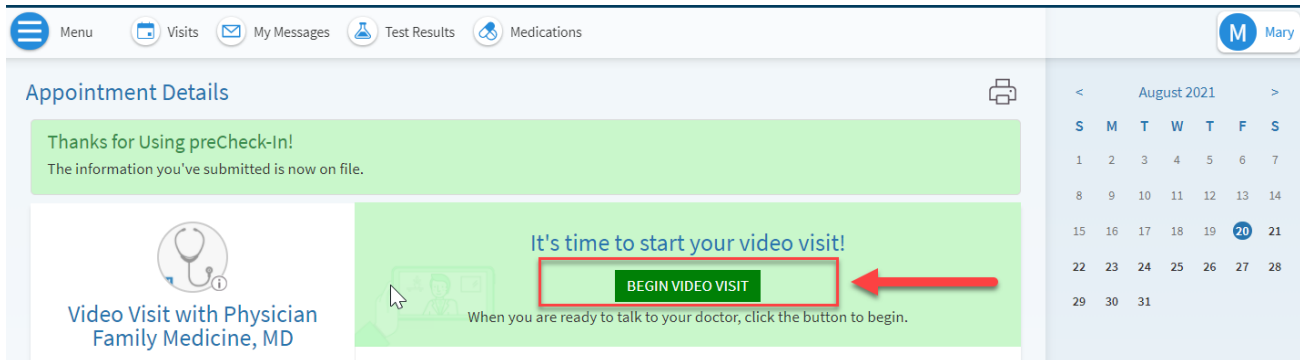
11. Scroll to the bottom of the screen and ensure everything is filled out. Click the green **Accept** button at the bottom.



12. After completing the esign forms, click **Submit**.



13. It's time to start your video visit, click **Begin Video Visit**.



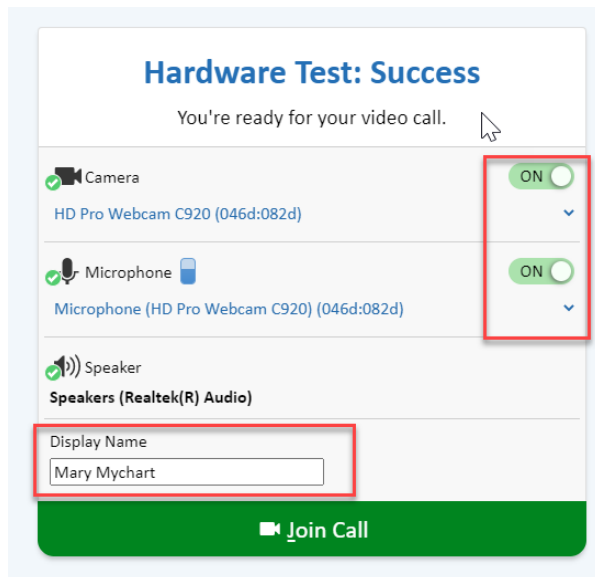
14. Make sure both your Camera and Microphone are toggled On.

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.

15. Click **Join Call** button.

16. 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".



*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.*

**If you experience any technical problems, call the myUCLAHealth Technical Support Line: (855) 364-7052.**

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