

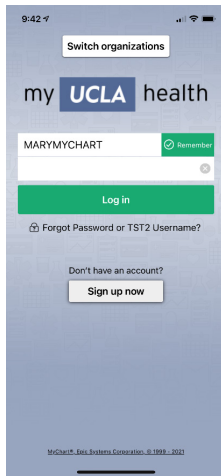
Patient Information

How to join a video visit from a mobile device

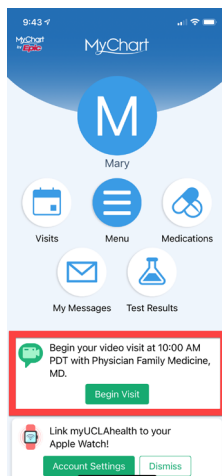
You can conduct Video Visits with your provider from your mobile device. Ensure you have the most updated version of your phone's software and the Epic MyChart app.

Video Visit Patient Workflow

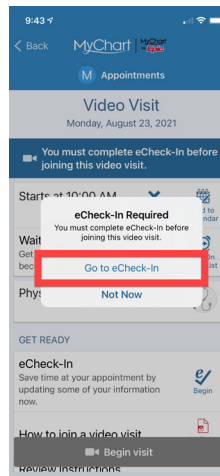
1. Log in using your **myUCLAHealth** Username and Password.



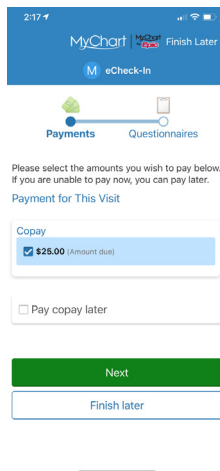
2. On your home screen, your upcoming video visit appointment should appear as one of your notifications. Tap **Begin Visit**.



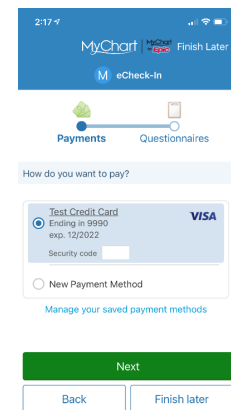
3. Tap **Go to eCheck-In**.



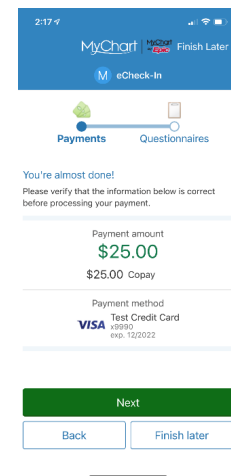
4. If you are due a copay, you will have the option to pay it here. You may also select **Pay copay later** if you would like to enter your information later (if so, skip to step 7). Then tap **Next**.



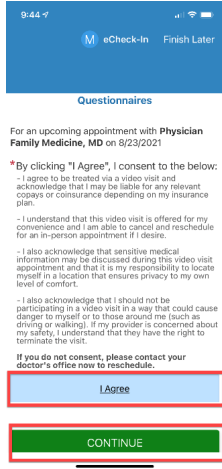
5. You may choose from a saved credit card or enter new payment information here.



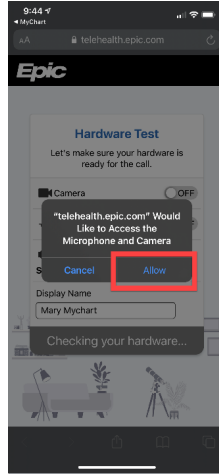
6. Confirm your payment and tap **next**.



7. Complete any required questionnaires. For consent questionnaires, please tap **I Agree** for it to turn blue before click continue.



8. The video will open on the web browser on your phone. As it connects to UCLA Health, it will ask for permission to access the camera and microphone. Please tap **Allow**.



9. You will then be able to change your display name. When you are ready to connect, tap **Join Call**.

Please note, a waiting message will display until your provider joins. Your provider will make every effort to join on time but please stay connected for at least 15 minutes. If your provider has still not joined, please feel free to call your provider's office.

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

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