

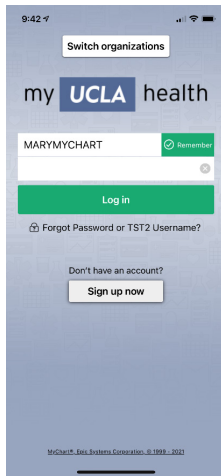
## Patient Information

# How to join a video visit from a mobile device

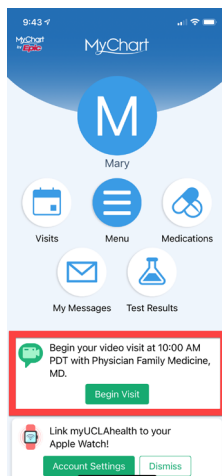
You can conduct Video Visits with your provider from your mobile device. Ensure you have the most updated version of your phone's software and the Epic MyChart app.

## Video Visit Patient Workflow

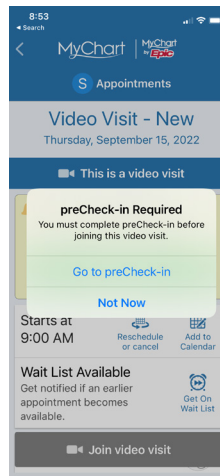
1. Log in using your **myUCLAHealth** Username and Password.



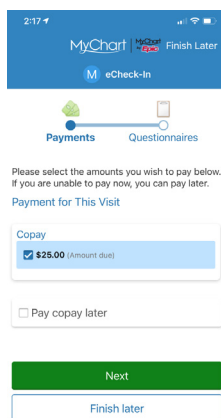
2. On your home screen, your upcoming video visit appointment should appear as one of your notifications. Tap **Begin Visit**.



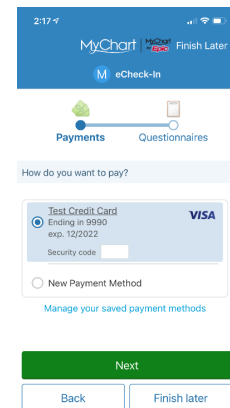
3. If you have any eCheck-In tasks, you will see a popup labeled **Go to eCheck-in**. If you do not have any eCheck-in steps, you will skip to **Step 14**.



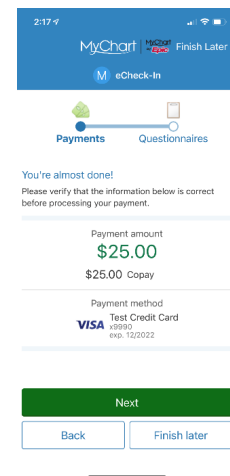
4. If you are due a copay, you will have the option to pay it here. You may also select **Pay copay later** if you would like to enter your information later (if so, skip to step 7). Then tap **Next**.



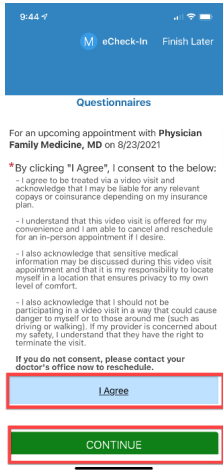
5. You may choose from a saved credit card or enter new payment information here.



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

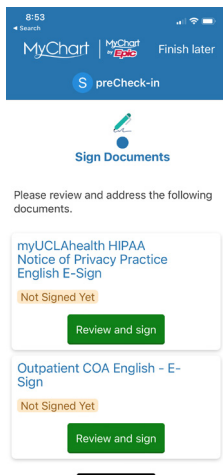


7. Complete any required questionnaires.

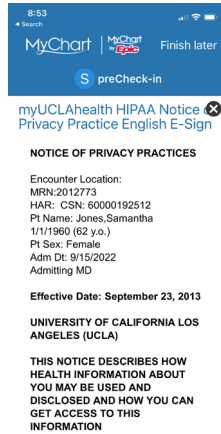


UCLA collects your signature on our updated terms and conditions each year. If it has been more than 1 year since you last signed this form, you will be prompted to provide an eSignature. If you have never been seen at UCLA before, you will also be prompted to sign our HIPAA form as well. If these do 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.

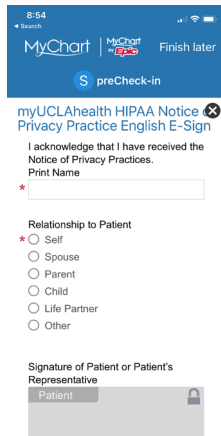
8. Tap the green "Review and sign" buttons for each document.



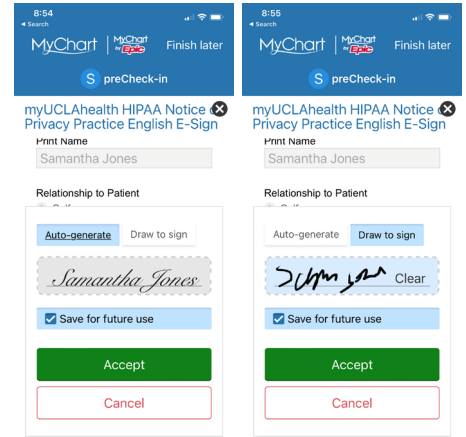
9. A new window will appear with the document. Swipe up to scroll down and fill out all relevant sections.



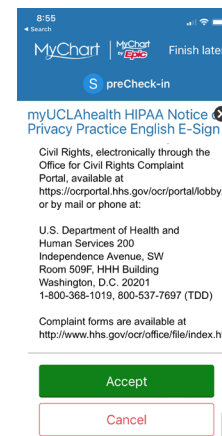
10. Type in your name in the Print Name section and then tap on the gray box that says Patient.



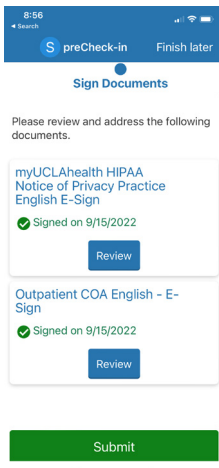
11. The system will auto-generate and electronic signature for you. You can also select "Draw to sign" if you would like to sign using your finger. Then tap the green Accept button.



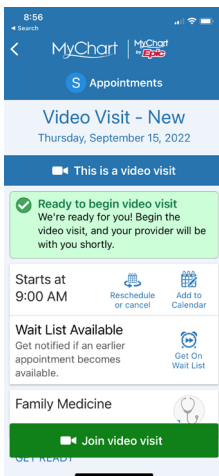
12. Scroll to the bottom of the screen and ensure everything is filled out. Tap the green Accept button at the bottom.



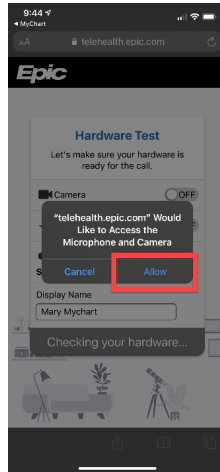
13. After completing the esign forms, tap **Submit**.



14. It's time to start your video visit, tap **Join video visit**.



15. 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**.



16. 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.*