Patient Video Visit Instructions

Please Note: UCI Health has updated our video visit system for a better experience. It may look slightly different from the last time you visited. If this is your first video visit since October 12, 2024, please allow yourself extra time for set up. **

How to Prepare for Your Video Visit

Remember, you do not need to come to the clinic for your appointment.

1. For the best possible experience, make sure you have a UCI Health MyChart account set up. https://my.ucihealth.org.
2. To make sure everything works well, you will need access to a device with a webcam, microphone and speaker set up.

For mobile devices (cell phone or tablet):

If you are using a mobile device (cell phone or tablet) for your visit, you will need to download and install the My UCI Health app from the Apple App Store (for iPhone) or Google Play (for Android). Your device already has a camera, microphone, and speaker.

For desktop or laptop devices:

If you are joining your visit from a laptop or desktop computer, make sure there is a web camera. This can either be built into the device or connected as a separate USB webcam.
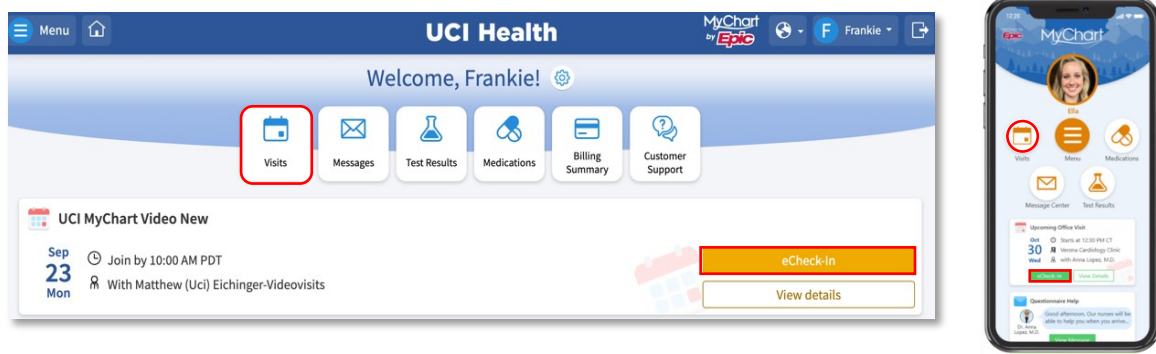
Checking in for Your Video Visit

One (1) hour prior to your appointment:

You will receive a message from UCI Health by email and text to let you know that it is time to check in for your video visit. During check-in, you will be asked to review some information and to answer some questions. Be sure to give yourself enough time to finish this before your appointment starts.

To access eCheck-In, follow these steps:

1. Log into your UCI Health MyChart account

- **On a desktop or laptop**, open a web browser (Chrome, Microsoft Edge, or Safari) and go to https://my.ucihealth.org. Log into your MyChart account.

    Note: If you do not have a MyChart account, use the link in the email you received to start the eCheck-In process.

- **On a mobile device (cell phone or tablet)**, open the My UCI Health app and log into your MyChart account.

2. Once logged in, your video visit should show up on your home screen. If you do not see it, select **Visits** to find it under upcoming visits.
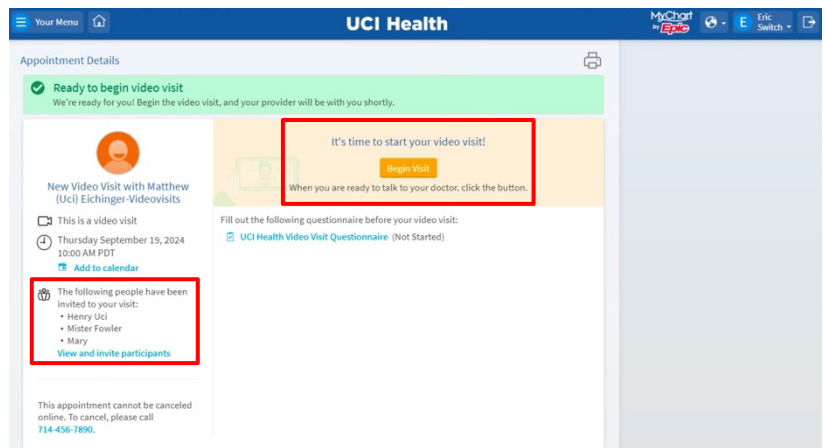

3. Check in for your Visit by clicking on the **eCheck-In** button.

    Follow and the prompts to review and update your information (examples: personal information, insurance, medications, allergies, health issues etc.).
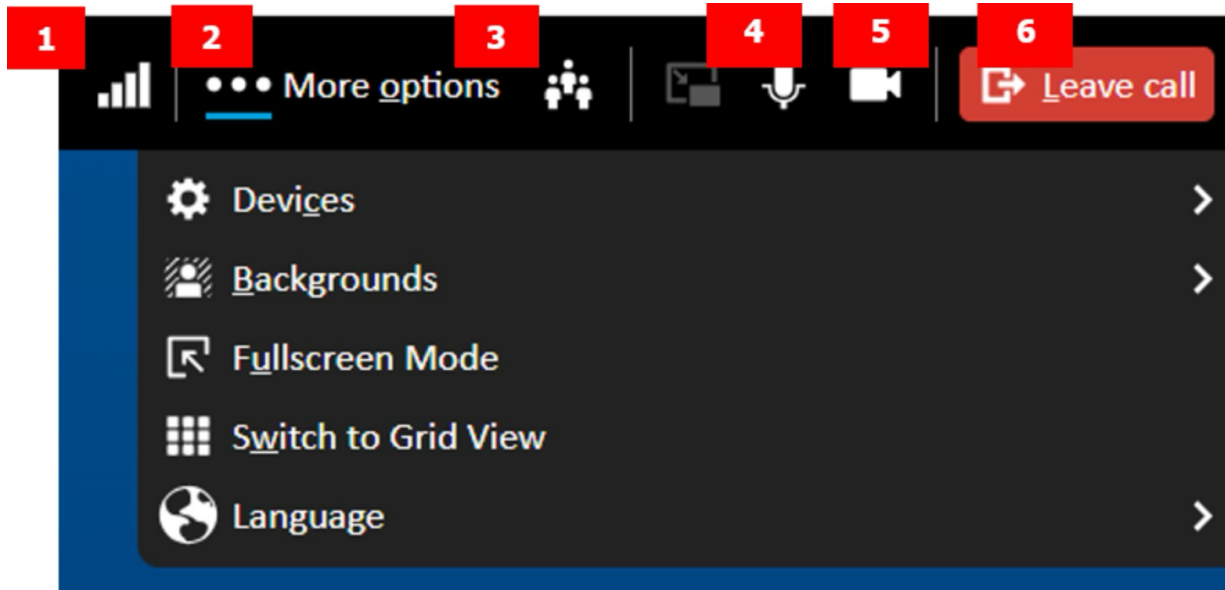
Joining Your Video Visit

Once you have finished eCheck-in, you will be ready for your video visit. When it is time, click on the **Begin Visit** button. If needed, follow the prompts to connect your camera and microphone.

Inviting Guests: You need your own video link to join a visit. If you would like someone to join you, please add them as a guest on the 'Appointment Details' screen, or you can inform your clinician that an additional person will join you when the visit starts.

If you join before your provider, you will be placed in a temporary virtual waiting room. When your provider joins make sure you turn on your microphone and camera.

Navigating Your Video Visit

1. The signal icon will display the strength of your internet connection.

2. To change the microphone device, blur your background, switch the view, or change the language of the video platform click the three dots next to More options.

3. Click the participants icon to view who is in the video call.

4. Click on the microphone icon to mute or unmute.

5. Click on the camera icon to turn your camera on or off.

6. Click Leave call to end the video visit.