MyUCSDChart Video Visits for Patients

MyUCSDChart video visits allow you to have a virtual appointment with a UC San Diego Health provider using your smartphone or tablet through the MyUCSDHealth app. We recommend you have:

- An iPhone 5 or above, or an iPad 3rd edition or above – with iOS 12.0 or above
- A Samsung Galaxy S5 phone or above – with Android 5.0 or above

Preparing for MyUCSDChart Video Visit

1. Create an account on the MyUCSDChart website and request an activation code – if you don’t receive it, contact your provider’s office.

2. Download the free MyUCSDHealth app from the Apple App Store for iPhones or iPads or from the Google Play Store for Android phones and tablets. Search for MyUCSDHealth and choose UCSD from the list in the app. You can then sign on to the app using your MyUCSDChart login and password.

3. Watch a how-to video.

4. Test your video connection – video visits work best with Wi-Fi.
   - Open MyUCSDHealth app.
   - Click MyUCSDChart icon.
   - Log in to your MyUCSDChart account.

5. Complete eCheck-In at least 30 minutes before your scheduled visit or up to 7 days in advance:
   - Click the to complete all questionnaires and sign consent forms. Once completed, a will appear.
Starting MyUCSDChart Video Visit

**TIPS:**

- Have your **photo ID** nearby, in case it is needed to verify your identity (at first visit).
- Be in a **private setting** where you can talk freely.
- **Avoid distractions** during the visit (doorbells, phones, children, pets, etc.).
- Mute **background noises** like TVs and music.
- Try not to sit with a window or bright light behind you – the best light comes from front of you.

1. Connect to **Wi-Fi** for the best network connection. 4G or LTE on your mobile carrier’s network will work but may cause interruptions.
2. Open **MyUCSDHealth** app.
3. Click **MyUCSDChart** icon.
4. **Log in** to your MyUCSDChart account.
5. If you are accessing a **proxy account**, select the appropriate tab for the child.
6. Select **Appointments** icon.
7. Click on your **video visit appointment**.

8. Click the **BEGIN VISIT** icon (bottom of screen). It can take up to 20 seconds for the camera screen to be active.

Call your clinic if the provider is more than 15 minutes late or if there is an issue in starting the video visit. If you are having technical issues, please contact MyUCSDChart customer support at **619-543-5220** – from 6 a.m. to 10 p.m. any day of the week.