

SAN FRANCISCO OTOLARYNGOLOGY

Providing ear, nose, and throat care since 1940

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Set up and Download

To get ready for your video visit, follow these steps. Make sure to do this at least 1 day before your visit.

Option 1: In your browser, go to www.ucsfmychart.org and log in.

- a. Go to your Messaging tab then select your Inbox to find your Video Visit confirmation. Then, to test your device, go to videovisit.ucsf.edu, tap the TEST button or visit zoom.us/test.

Or

Option 2: Download and install ZOOM. Click this link--- <https://ucsf.zoom.us>,

- b. If Zoom is not already installed on your computer, it will start to download automatically. Once complete, find and open the downloaded file to begin installing. Follow on-screen instructions during the installation. When the installation completes, you will be put into a test meeting.

Additional help:

Please follow the instructions in the Video Visit Patient Guide for your device.

To set up your smartphone or tablet, view this guide: <https://ucsf.box.com/v/video-visits-smartphones>

To set up your Mac or PC, view this Mac/PC guide: <https://ucsf.box.com/v/video-visits-Macs-PCs>

Prepare your smart phone, tablet, or computer by joining this test meeting: <https://zoom.us/test>

At Your Video Visit

Join the Video Visit

Go to: <https://ucsf.zoom.us>, click “Join a Meeting”, and enter the meeting ID provided in the email.

If prompted, click to open Zoom and enter your first and last name.

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Wait for Your Meeting Time

You will automatically be placed in a waiting room. When your provider joins, you will be able to see and hear them and your meeting will begin. Once your video visit is complete, you may click Leave in the lower right to leave the meeting.

Please Note:

- A video visit is billed the same way as an in-person visit. The terms of your deductible and copay still apply.
- If you experience technical difficulties and cannot resolve them even after speaking with MyChart customer service, contact the clinic to reschedule or convert your Video Visit to an in-person appointment.
- To avoid additional charges from your cellular provider, use a Wi-Fi connection for your Video Visit.
- During your Video Visit, be in a location that is private, quiet, and free from distractions