Connect with your care team from home using MyUCDavisHealth video visits

Before making an appointment

- Confirm that your UC Davis Health provider offers video visits
- Request access to **MyUCDavisHealth** from your provider's office
- Make sure you have a strong and secure Wi-Fi or cellular connection

What should you expect before your appointment?

Video visits are completed using either the **MyUCDavisHealth** or **Epic MyChart**® mobile apps. To begin using the MyUCDavisHealth app, search and download from the App Store or Google Play Store. Once downloaded, open the app and accept the end-user license agreement. Then create a user account or sign in with your Epic MyChart username and password.

If you already have the MyUCDavisHealth or Epic MyChart app on your phone, test your smartphone or tablet by following the steps below.

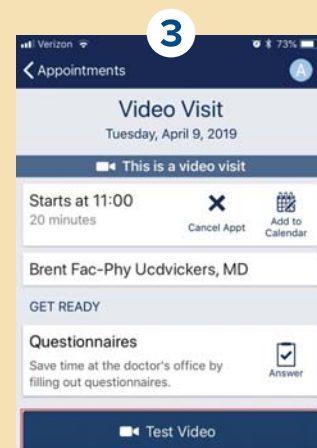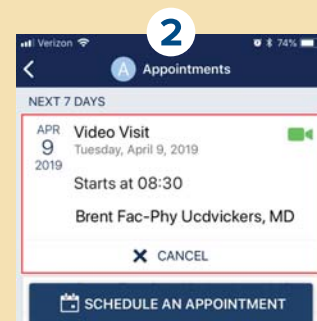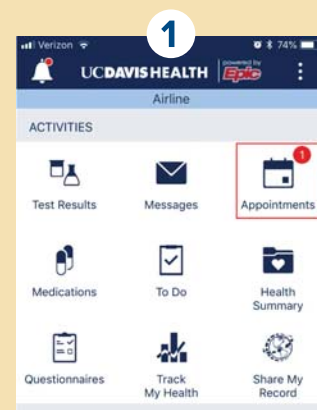### How do you test video visits on your smartphone or tablet?

- At least 30 minutes before your scheduled video visit, log in to the MyUCDavisHealth or Epic MyChart mobile app and press the **Appointments** icon (step 1, right)
- Next, press the scheduled **Video Visit** appointment slot (step 2, right)
- Then, press the **Test Video** button located at the bottom of the screen (step 3, right)
- If this is your first video visit, click **"allow access to the microphone and camera"** from the pop-up message

Tips for video visit appointments

- Make sure you have a strong and secure Wi-Fi connection. A 4G or LTE connection works, however you may experience interruptions due to a weak signal
- Find a setting where you can talk freely and avoid distractions during your visit
- Be sure to eliminate all background noises and mute TVs and music
- Choose a well-lit area, so your doctor can see you. Avoid shaded areas, sitting in front of windows or behind shiny backgrounds, they can reflect light

How to begin your video visit

- Five to 10 minutes before your appointment, log in to **MyUCDavisHealth** or **Epic MyChart**
- Press the **Appointments** icon, then press scheduled **Video Visit**
- Press **BEGIN VISIT** to connect your video call. It may take up to 20 seconds for the camera screen to activate. Rotate your screen horizontally for the landscape view.

FOR QUESTIONS OR ACCESS SUPPORT, CALL 916-703-HELP (916-703-4357)