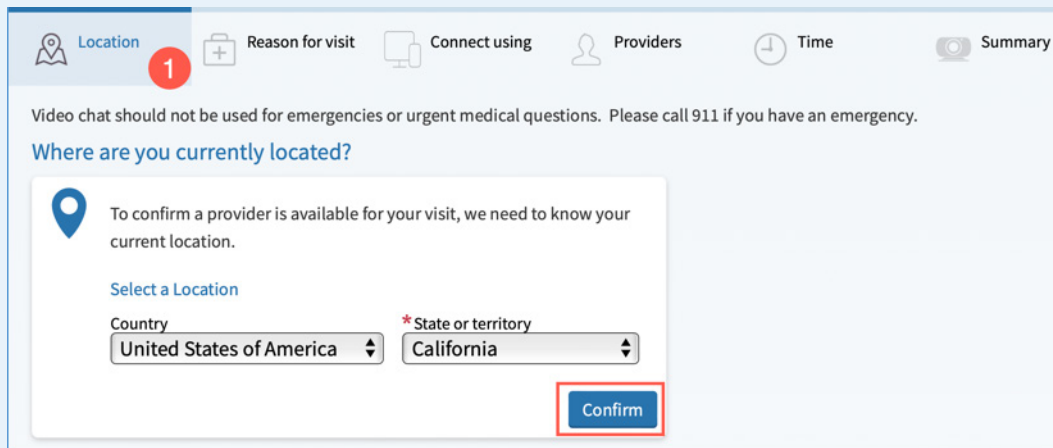


How to join Immediate Care Video Visits

If you need immediate care, you can join the queue for a video visit with a UCLA Health physician.

Go to  **Menu > Find Care > Immediate Care Video Visit**



Location Reason for visit Connect using Providers Time Summary

Video chat should not be used for emergencies or urgent medical questions. Please call 911 if you have an emergency.

Where are you currently located?

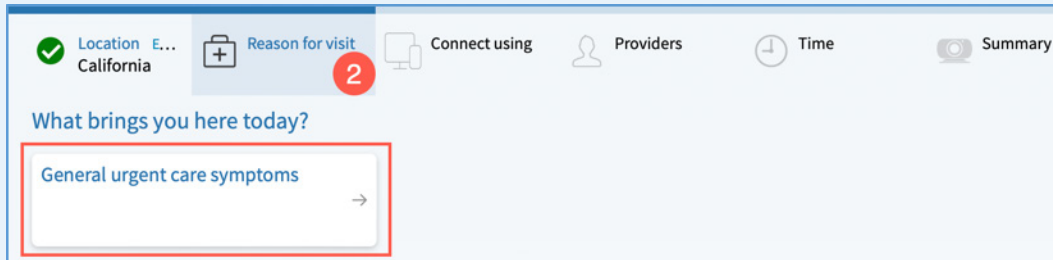
To confirm a provider is available for your visit, we need to know your current location.

Select a Location

Country: United States of America *State or territory: California

Confirm

Step 1
Confirm your
Location.

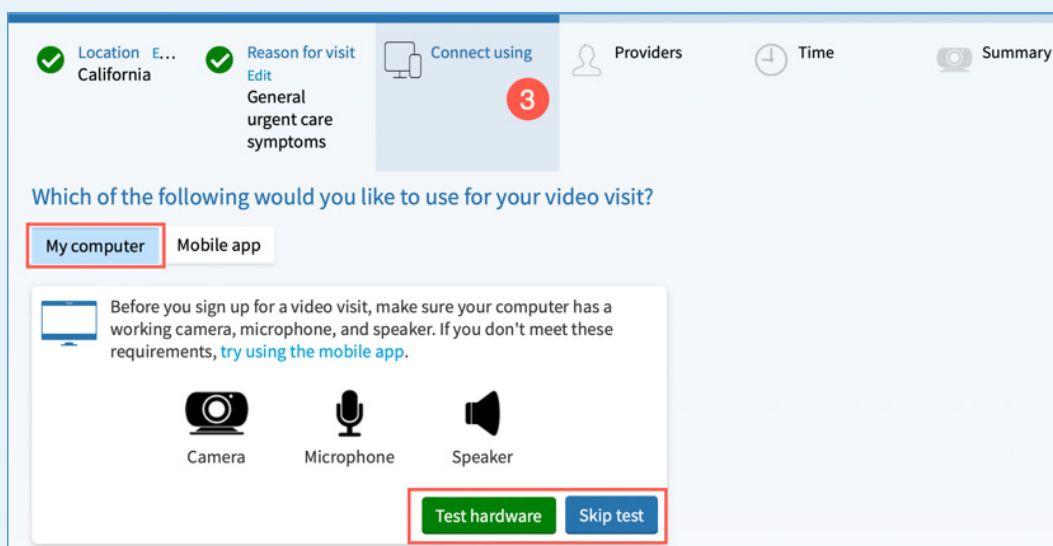


Location E... California Reason for visit Connect using Providers Time Summary

What brings you here today?

General urgent care symptoms →

Step 2
Select **General urgent**
care symptoms as the
Reason for visit.



Location E... California Reason for visit Edit General urgent care symptoms Connect using Providers Time Summary

Which of the following would you like to use for your video visit?

My computer Mobile app

Before you sign up for a video visit, make sure your computer has a working camera, microphone, and speaker. If you don't meet these requirements, [try using the mobile app](#).

Camera Microphone Speaker


Test hardware Skip test

Step 3
Select **My computer** if
using a computer. Make
sure you have a working
speaker or headphones.
Select **Mobile app** if using
a mobile device.

Select **Test hardware** or
Skip test to move on.

Location **California** Reason for visit **General urgent care symptoms** Connect using **My computer** Providers **4** Time Summary

Who would you like to talk to?




Next available provider
Estimated wait: Less than 5 minutes

Put me in line

Step 4
Click **Put me in line** to be seen by the next available provider.

Location **California** Reason for visit **General urgent care symptoms** Connect using **My computer** Providers **Next available provider** Summary **5**

You're almost there!



Next available provider
UCLA Health Systems
General urgent care symptoms
Estimated wait: Less than 5 minutes
If your insurance is not verified or if you do not have insurance you may be required to pay \$187

*What is the most important thing you want addressed during this visit?
Rash

How would you like to be notified when your doctor is ready?
 Text me
 Email me

Schedule

Step 5
Enter a reason for your visit, choose how you would like to be notified when the doctor is ready and then select **Schedule**.

preCheck-in Required
You must complete preCheck-in before joining the video visit. **6** **Start preCheck-in**

Immediate Care Video Visit with UCLA urgent care physician

Get ready for your visit!
Join video visit
Once preCheck-in is complete, start your video visit with the button.

Visit Instructions

Step 6
You are required to pre check-in before a video visit. Select **Start preCheck-in** to proceed.

preCheck-in

Personal Info Insurance Payments Questionnaires

7

Verify Your Personal Information

Contact Information

Details About Me

Marital Status Race

Ethnicity Language

Next Finish later

Step 7
Verify your **Personal Information** and select **Next**.

preCheck-in

Personal Info Insurance Payments Questionnaires

8

Responsibility for Payment

*We have this person on file to pay for costs not covered by insurance. Is this information correct?

Yes No

*Select payment option: ⓘ

Use insurance I don't have insurance/Self Pay

Insurance on File

ANTHEM BLUE CROSS CALIFORNIA

Subscriber Name Subscriber Number

Next Back Finish later

Step 8
In the **Insurance** section, confirm you are the person responsible for costs not covered by insurance and choose a payment option. If your insurance is not on file, you can add your coverage or self-pay.

preCheck-in

How do you want to pay?

Enter payment information

We accept payments via the following credit card brands: **VISA**

* Indicates a required field

*Name on card

*Card number

*Expiration date
 /
 mm / yyyy

Security code

Save for future use

Next Back Finish later

Step 9
 In the **Payments** section, you can enter your payment information and **Save for future use**. Select **Next** when done.

preCheck-In

Video Visit Consent

For an upcoming appointment on 6/11/2022

* Indicates a required field.

* By clicking "I Agree", I consent to the below:


- I agree to be treated via a video visit and acknowledge that I may be liable for any relevant copays or coinsurance depending on my insurance plan.
- I understand that this video visit is offered for my convenience and I am able to cancel and reschedule for an in-person appointment if I desire.
- I also acknowledge that sensitive medical information may be discussed during this video visit appointment and that it is my responsibility to locate myself in a location that ensures privacy to my own level of comfort.
- I also acknowledge that I should not be participating in a video visit in a way that could cause danger to myself or to those around me (such as driving or walking). If my provider is concerned about my safety, I understand that they have the right to terminate the visit.

If you do not consent, please contact your doctor's office now to reschedule.


I Agree

Continue Back Cancel


Step 10
 Review the **Video Visit Consent** information and select **I Agree** and then **Continue**.

Appointment Details 

i Waiting for video visit to begin
You're all set. We'll send you a notification when it's time to begin your video visit.



Immediate Care Video Visit with UCLA urgent care physician

 This is a video visit

You're waiting for your video visit

Join video visit **11**






Please click here to join the video visit waiting room. If there is a delay in provider availability, you will receive a notification when the physician is ready.


You have paid the \$187.00 prepay. You've completed all payments!

Step 11
Select **Join video visit** to enter the video visit waiting room.

Hardware Test: Success

You're ready for your video call.

 Camera FaceTime HD Camera	
 Microphone MacBook Pro Microphone	
 Speaker System Default	
Display Name <input type="text"/>	

 **12**

Step 12
Make sure your camera and microphone are both turned on. Click **Join Call**. You should see your video in the bottom right-hand corner of the screen. If your provider has not yet joined, you will see a "Waiting for others to connect..." message.

If you need assistance with a technical issue, call myUCLAhealth Technical Support at 855-364-7052.