

How to – Video Visits for Patients

1. You must be registered with MyChart. If you are not registered with MyChart, you will first need an activation code from SDSM. Please call our office at (619) 229-3909 and advise that you would like to sign up for MyChart and need an activation code. You will need to provide your e-mail address to the receptionist, who will e-mail an activation code to you. This activation code is only valid for a short period of time, so be sure to watch your e-mail including junk mail folders for the code. Because we share our electronic medical record system with UCSD, this e-mail will originate from UCSD. Once receiving the code, visit our website at www.sdsm.com, and click on the “MyChart” icon in the upper right corner, then follow the directions to register in MyChart.
2. The MyChart app must be installed on your mobile device (phone or tablet). To install the app, go to the App Store or the Google Play Store (depending on what type of phone you have) and search for MyChart, the image you are looking for is below.



3. Once you have installed the app, you will need to Accept the Terms and Conditions Agreement.
4. Next, you will be asked to select an organization. In the search bar, type San Diego, then select San Diego Sports Medicine when it appears on the list of organizations. Then click Okay.
5. You will then be prompted to login to MyChart. This will be the same login you would use for your MyChart login, as if you were on the website.
6. If it is your first time logging into the app, the app will ask you for different permissions, such as access to location, microphone, camera, and/or push notifications. The only required permissions for a video visit is access to microphone and camera. The others you can select at your discretion.
7. Once in the app, you will see a drop down with different notifications on the left hand side of your screen. Click on “View details of your upcoming appointments”. If you accidentally click out of this drop down, you can still get there by clicking the appointment icon on the right of the screen.

8. You will then see the MyChart Video Visit for the date and time scheduled. Click the eCheck-In button at any time prior to your appointment. You will be prompted to sign a few documents. Once those are signed, click Next to review your recent travel history. Once reviewed, mark that the information is correct and click Next. You will then be asked to review your insurance information. Review carefully then mark that the information is correct and click next to complete two questionnaires regarding your recent symptoms and the reason for the visit. Once you are done, click submit to complete the eCheck-In process.

9. About 15 minutes prior to your scheduled appointment time, click on the video camera icon next to the visit on that appointment screen. If prompted, use the Test Video button to ensure your mobile device's camera and microphone are enabled for use. Then click Begin Visit at the bottom of the screen. At that point, the provider will receive an alert that you have joined the visit and they will have then review your questionnaires and join the visit. Prior to them joining, you will see a video of yourself and another image that says waiting for provider to join. Please be patient when awaiting your provider to join the visit. It could take them a little while before they join.