Patient Guide to Video Visits

This is a guide to help you get ready for your video visit. Please click here for helpful hints to make your video visit easier.

To go to a specific section, press the Ctrl key and at the same time, click the table of contents item.

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Mobile (Smartphone or Tablet) Device

Getting Started – Before your Appointment

To prepare for your visit, test your mobile device before your appointment time. Go to https://lahealthportal-videovisit.avizia.com/#/techcheck before your visit to test your camera, microphone, and speakers. This is called a ‘tech check’.

At any time during the ‘tech check, you can scroll to the bottom of the screen and press Support or call 1-866-889-9258. You can confirm the minimum technical requirements by clicking here.

1. Type your name in the space and press Test My Connection.
2. Test your camera. If a window opens with the message “lahealthportal-videovisit.avizia.com wants to use your camera”, press **Allow**.

If you see yourself, press **Video OK**. You may have to scroll down to see the **Video OK** button.
3. Test your microphone. If a window opens with the message “lahealthportal-videovisit.avizia.com wants to use your microphone”, press **Allow**.

Talk loudly into your microphone. If you see the audio bar moving, press **Microphone OK**.
4. Test your speaker. Press **Play Sound**. If you hear sound, press **Speaker OK**.

5. Next, a test call will be done. If you see a picture and hear a voice, press **Test Call OK**.
6. If your camera, microphone, speaker, and test call were all OK, your device can be used for a video visit. You can close the browser window or restart the test.

Joining Your Appointment from a Link Sent to You by Text

1. You will receive a text message from your clinic inviting you to join a secure telehealth (video visit) call. Press on the link.
2. On the ‘Connect’ screen, press the **Join Now** button. You **DO NOT** need to download an app. If you have problems joining the video visit, press on **Support** or call **1-866-889-9258**.
3. Type your full name in the space and click I am a patient. If you have not tested your device yet, scroll down on your device’s window and press Test my Connection. If you have already tested your device, press Join Video Call.
4. When you are in the waiting room, your screen will be black, and your picture will be small and in a corner. A voice will tell you that you are waiting for others (your nurse or doctor) to join.

5. When the nurse or provider joins the video visit, you will see their picture bigger, and your picture will be small.

6. After everything is done with your visit, you will be told to hang up. Press the red End Call button on your screen.
7. When you hang up OR if the call drops by mistake you will see the screen below. If the call dropped, you could rejoin your video visit by pressing **Reconnect Call**.

![Call Ended Screen](image)

**Control Buttons on Mobile Device**

1. Takes away your picture from your screen
2. Chat with your nurse or provider
3. Turn your mic on/off
4. Turn your camera on/off
5. Switch your camera lens to the back/front
6. Hang up
Special Functions on Mobile Device

Video Chat

1. You can chat privately with your nurse or provider. Press the Chat button to open the Video Chat window.

2. The Video Chat window will open. Type your message in the box at the bottom and press Send.

3. You will see your nurse or provider’s answer under yours.
Laptop or Computer

Getting Started – Before your Appointment

If you are using a laptop or computer, you must have a camera, speakers, and a microphone for a video visit. To prepare for your visit, test your laptop or computer before your appointment time. Go to https://lahealthportal-videovisit.avizia.com/#/techcheck to test your device.

1. Type your name in the space and click Test My Connection.
2. Test your camera. If a window opens with the message-“lahealthportal-videovisit.avizia.com wants to use your camera”, click Allow. Make sure to click on the floating window.

If you see yourself, click Video OK.
3. Test your microphone. If a window opens with the message “lahealthportal-videovisit.avizia.com wants to use your microphone”, click **Allow**. Make sure to click on the floating window.

Talk loudly into your microphone. If you see the audio (sound) bar moving, click **Microphone OK**.
4. Test your speaker. Click **Play Sound**. If you hear sound, click **Speaker OK**.

5. Next, a test call will be done. If you see a picture and hear a voice, click **Test Call OK**.
6. If your camera, microphone, speaker, and test call were all OK, your device can be used for a video visit. You can close the browser window or restart the test.

Joining Your Appointment from an Email

1. You will receive an email from noreply@amwell.com. Scroll down and click Join here.
2. On the ‘Ready to connect’ screen, type your full name in the space. Click I am a patient. If you have not tested your device yet, click Test my Connection. If you have already tested your device, click Join Video Call.

3. If you get a pop-up saying that the conference.amwell.com wants to use your camera or microphone, click Allow.
4. When you are in the waiting room, your screen will be black, and your picture will be small and in a corner. A voice will tell you that you are waiting for others (your nurse or provider) to join.

5. After you click Accept, you will see your nurse or provider on your screen. Your picture will be small and in a corner.
6. After everything is done with your visit, you will be told to hang up. Click the red button on your screen. **End Call**

![End Call Button](image)

7. The next screen will look like the one below. You can close the browser by clicking the X in the upper right corner.

You will also see this screen if the call drops during the visit. Click **Reconnect Call** to rejoin the visit. If you are having problems, you can click **Support** at the bottom.
Joining Your Appointment from the LA Health Portal

1. In your browser, type: dhs.lacounty.gov/lahealthportal. Enter your email or username and password in the space provided.

2. You will see your upcoming video visit appointment on the main LA Health Portal page. If you had other visits on the same day, you may need to click on Appointments on the left to see the upcoming video visit. Thirty (30) minutes before your appointment, you will see the Join Now button. Click on Join Now to join the video visit.
3. You will be guided to test your device to make sure it will work for the video visit. At each step, if you need help, click on Contact Support at the bottom of the screen. First, this ‘tech check’ will test your camera. If you get a pop-up with the message “lahealthportal-videovisit.avizia.com wants to use your camera”, click Allow.

If you see yourself, click Yes.
4. Next, test your microphone. If you get a pop-up with the message “lahealthportal-videovisit.avizia.com wants to use your microphone”, click Allow.

5. Talk out loud. If you can see the audio bar moving, click Yes.
6. Now is the speaker test. Click the **Play** button. If you hear sound, click **Yes**.

7. Last, the system will do a Test Call. When you see the picture of a doctor, click **Yes**

A test is running in the background. When you see the image of the provider above, press YES to continue.
8. The next screen will let you know that your device is working correctly, and you can join the video visit. Enter your phone number in the space in case there is a problem. Then click **Continue**.

![Summary Screen](image)

9. When you join the visit, you will be in a virtual waiting room and the clinic will know that you are waiting. Stay on the call. A nurse or provider will be with you soon.

![Waiting Room Screen](image)
8. When your nurse or provider joins the visit, you will hear a ring and see the message below. Click the green **Accept** button. The name of the person calling you will be above the red and green buttons.

9. When the nurse or provider joins the video visit, you will see a bigger picture and your picture will be small and in a corner.
10. After everything is done with your visit, you will be told to hang up. Click the red End Call button on your screen.

11. When you hang up, you will go back to the waiting room. Your screen will look like the one below. You can now close your browser by clicking the X at the upper right corner.

If you hang up by accident or the call is dropped, you can click Join Call.
**Special Functions on Laptop/Computer**

**Video Chat**

1. You can chat privately with your nurse or provider. Click the Chat button to open the Video Chat window.

2. The Video Chat window will open. Type your message in the box at the bottom and click **Send**.

3. You will see your nurse or provider’s answer under yours.
Where to Get Help and More Information

1. Technical Support with your video visit: Call 1-866-889-9258.
2. Information on preparing for your video visit, including troubleshooting and helpful tips, please visit the LA DHS Prepare for Your Video Visit webpage.