

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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Version: v07.15.22

Mobile (Smartphone or Tablet) Device

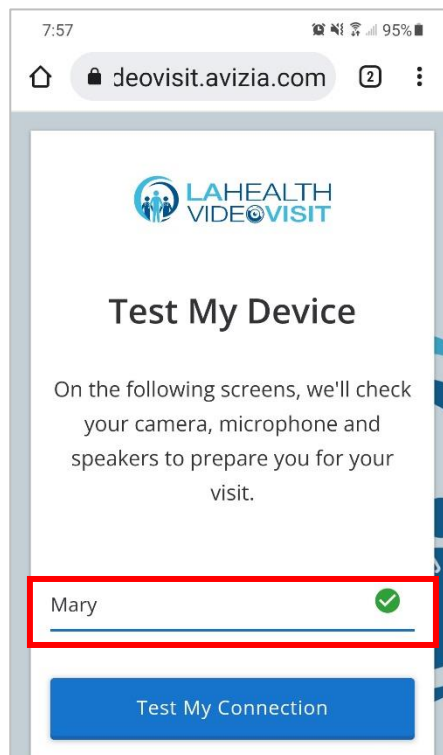
Before your Appointment – Do a Tech Check

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’. The tech check screens are in English only.

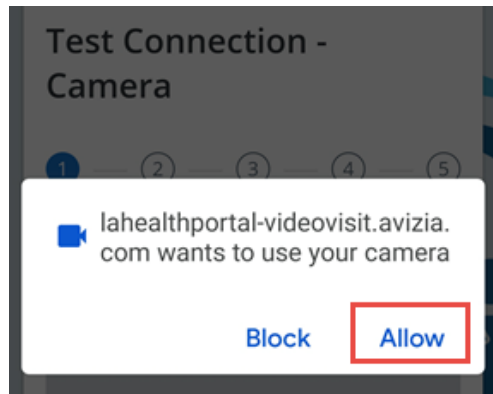
At any time during the ‘tech check, you can scroll to the bottom of the screen and press **Support** or call **1-866-889-9258**. You can confirm the minimum technical requirements by clicking [here](#).



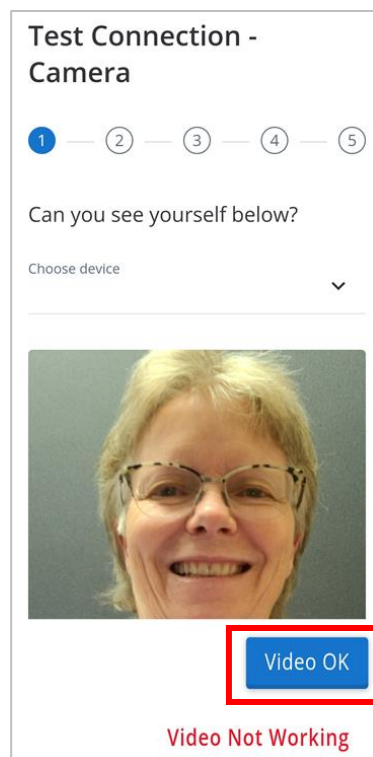
1. Type your name in the space and press **Test My Connection**.



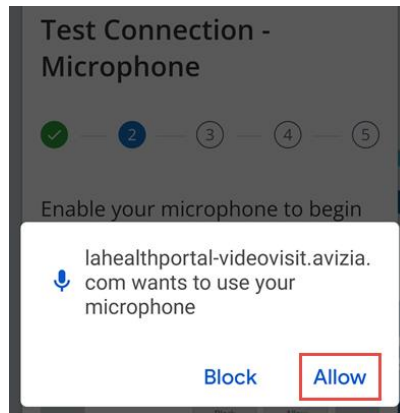
2. Test your camera. If a window opens with the message “lahealthportal-videovisit.avizia.com wants to use your camera”, press **Allow**.



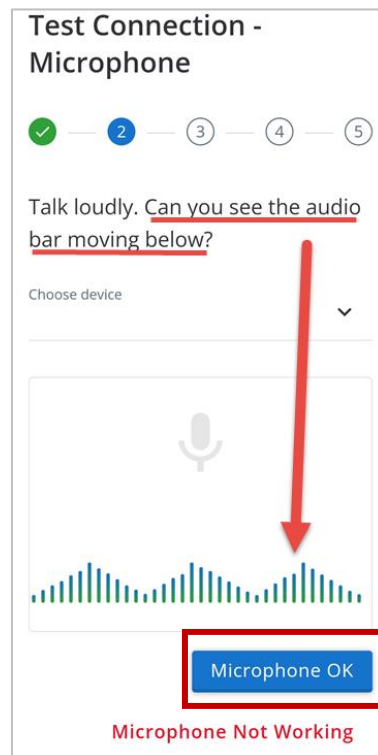
If you see yourself, press **Video OK**. You may have to scroll down to see the **Video OK** button.



- 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**.

Speaker

✓


✓

3

4

5

Press to play the audio sound sample. Can you hear it?



Play Sound

Speaker OK

Speaker Not Working

5. Next, a test call will be done. If you see a picture and hear a voice, press **Test Call OK**.

Test Connection - Test Call

✓


✓

✓

4

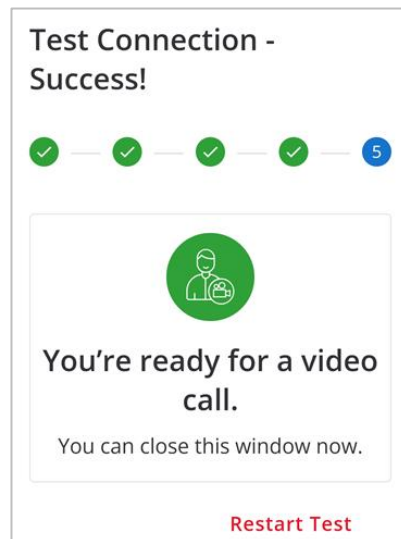
5

A test call is being generated, are you able to see the example video call below?



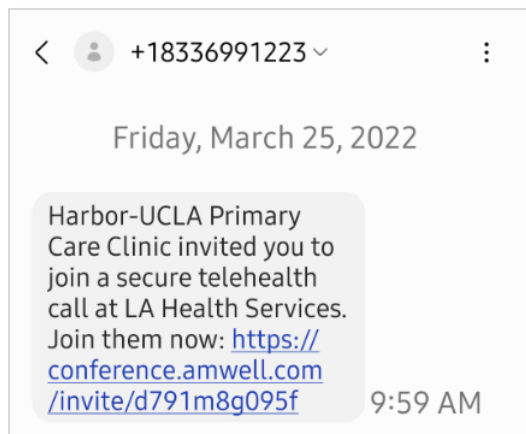
Test Call OK

- 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

- You will receive a text message from your clinic inviting you to join a secure telehealth (video visit) call. Press on the link.



- On the 'Connect' screen, press the **Join Now** button. You may not have to download an app. But, if you do not pass the 'Tech Check,' or have problems hearing and/or seeing your provider during the video visit, the app may work better for you. For instructions on how to download the app, see "Downloading the App" on the Mobile Device section, or click [here](#). If you have problems joining the video visit, press on **Support** or call **1-866-889-9258**.



Connect

Harbor-UCLA Primary Care
Clinic secure telemedicine room
at LA Health Services

[Join Now \(no download\)](#)

or

Download AW Touchpoint then
return here to [join with the app](#)



 **amwell**

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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**.




Ready to connect?



You have been invited to connect to a secure telehealth call with **Harbor-UCLA Primary Care Clinic**. Join by video call instantly on this device.

Full Name
Mary Smith 

- ☒ I am a patient
- ☐ I am a healthcare professional
- ☐ Other

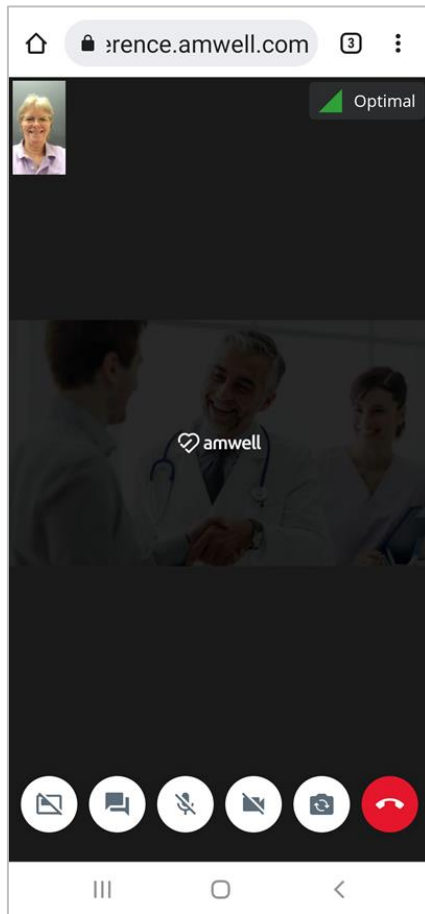
 Join Video Call

Are you ready for a call?

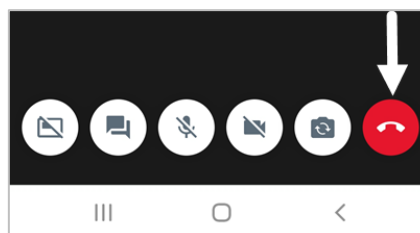
 Status: Not Yet Tested

[Test my Connection](#)

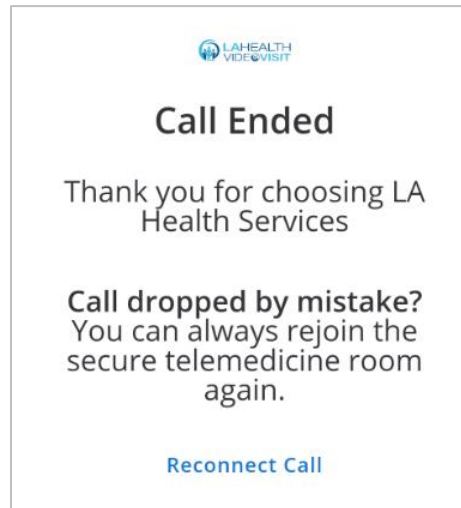
4. When you are in the waiting room, your screen will be black, and your picture will be small and in a corner. A voice will tell you that you are waiting for others (your nurse or doctor) to join.
5. When the nurse or provider joins the video visit, you will see their picture bigger, and your picture 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.

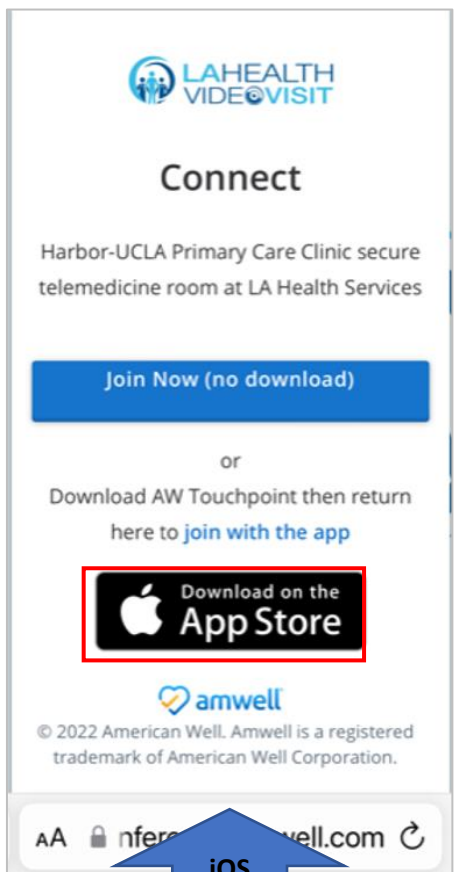


7. When you hang up OR if the call drops by mistake you will see the screen below. If the call dropped, you could rejoin your video visit by pressing **Reconnect Call**.



Downloading the App on Mobile (Smartphone) Device

You do not have to download the Amwell 'AW Touchpoint' app. But, if you do not pass the Tech Check or have problems hearing and/or seeing your provider, the app may work better for you. The 'AW Touchpoint' app is free to download from the App Store (for iOS devices) or Google Play (for Android devices). From the text link, click 'Download on the App store' (for iOS), or click 'GET IT ON Google Play' (for Android).



LAHEALTH VIDEOVISIT

Connect

Harbor-UCLA Primary Care Clinic secure telemedicine room at LA Health Services

[Join Now \(no download\)](#)

or

Download AW Touchpoint then return here to [join with the app](#)

[Download on the App Store](#)


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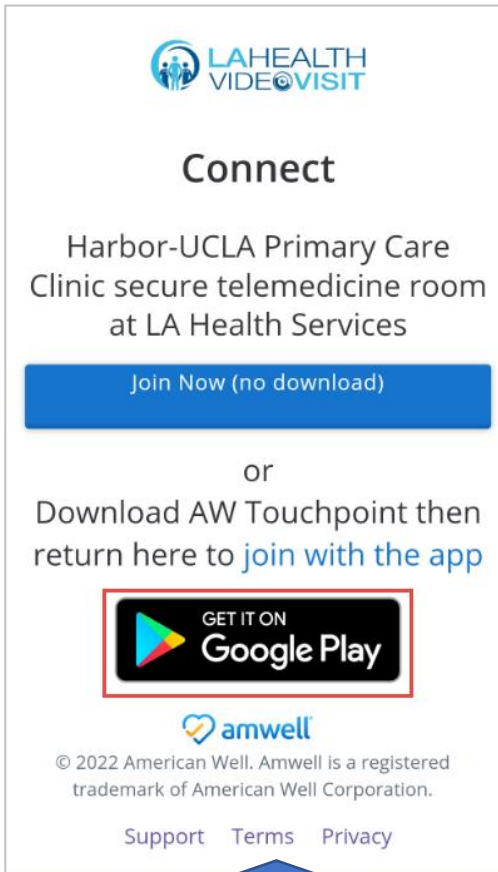
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AA nfer amwell.com

iOS

AW Touchpoint app





LAHEALTH VIDEOVISIT

Connect

Harbor-UCLA Primary Care Clinic secure telemedicine room at LA Health Services

[Join Now \(no download\)](#)

or

Download AW Touchpoint then return here to [join with the app](#)

[GET IT ON Google Play](#)

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[Support](#) [Terms](#) [Privacy](#)

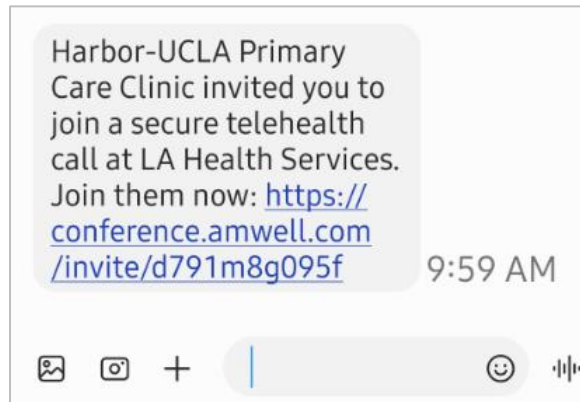
Android

Notice for iOS 15+: Use the Amwell 'AW Touchpoint' app or wired/Bluetooth headphones for better audio

After downloading the app, you will see the 'AW Touchpoint' app picture on your mobile device. You do not have to open the app to join the video visit!

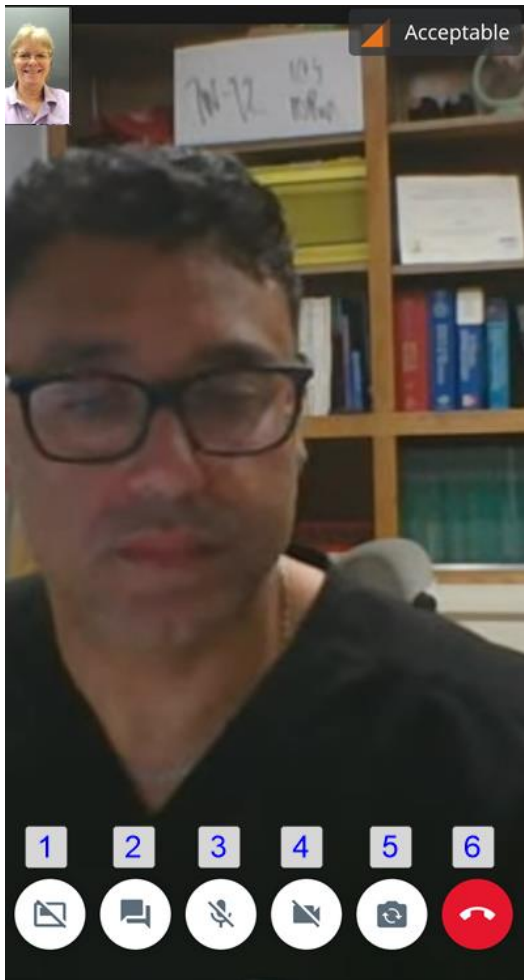
Joining a Video Visit Using the App

After downloading the app, go back to your text message and click on the link (see example below). Doing this will take you straight to the app. Now, you can join the video visit using the app.



Follow steps 1 to 6 on [Before Your Appointment – Do a Tech Check](#) (pages 2 to 6) to do a 'tech check.' Follow steps 1 to 7 on [Joining Your Appointment from a Link Sent to You by Text](#) (pages 6 to 10) to join the video visit.

Control Buttons on Mobile Device

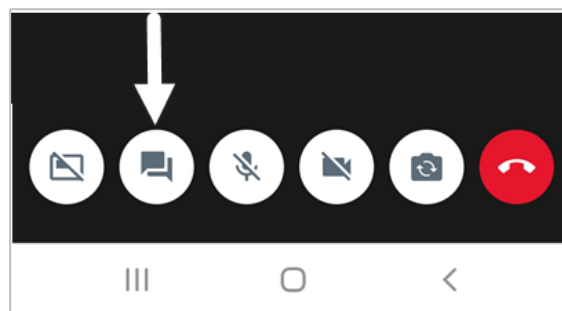


- 1 Takes away your picture from your screen
- 2 Chat with your nurse or provider
- 3 Turn your mic on/off
- 4 Turn your camera on/off
- 5 Switch your camera lens to the back/front
- 6 Hang up

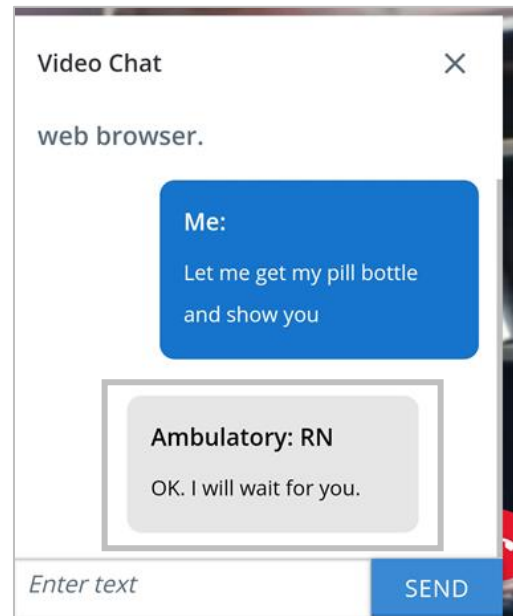
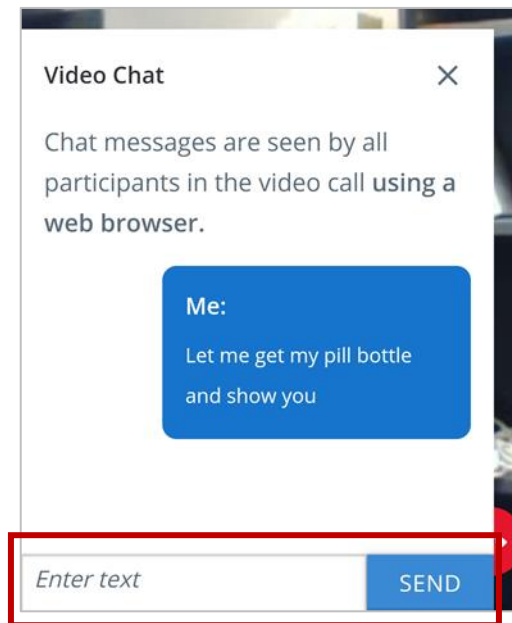
Special Functions on Mobile Device

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.

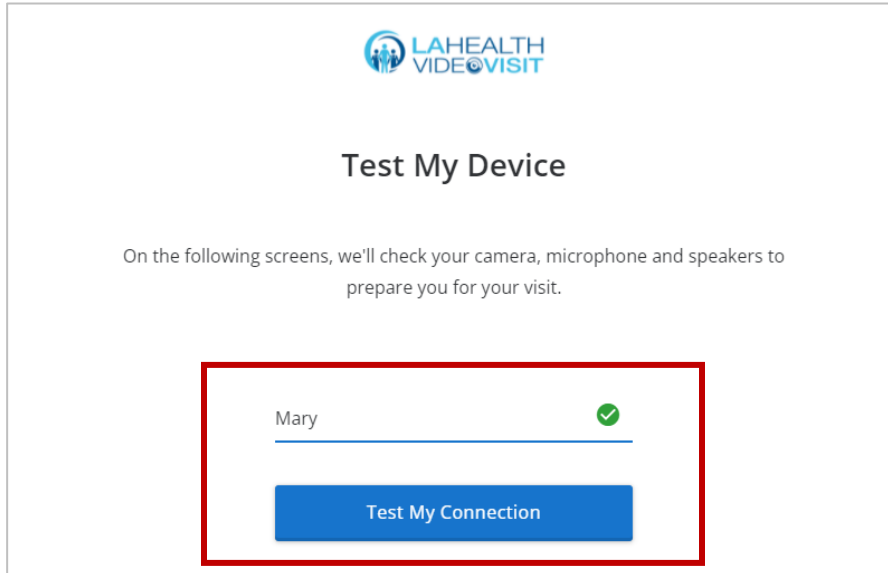


Laptop or Computer

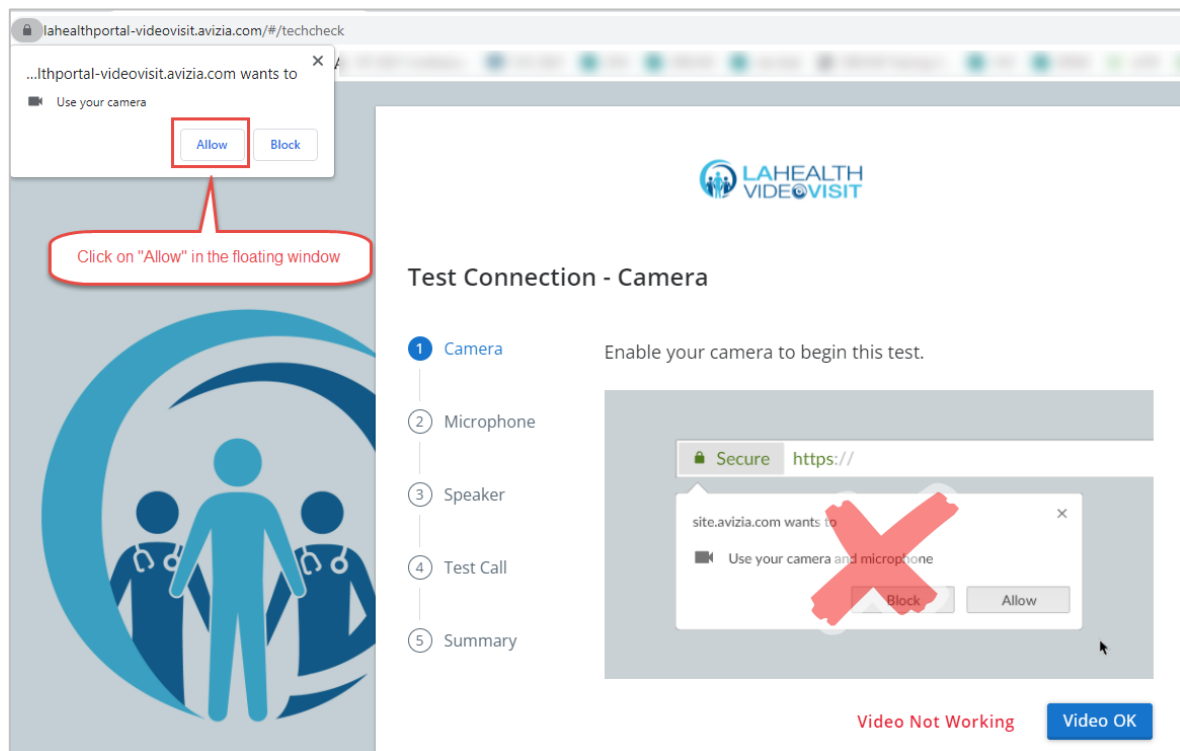
Before your Appointment – Do a Tech Check

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.

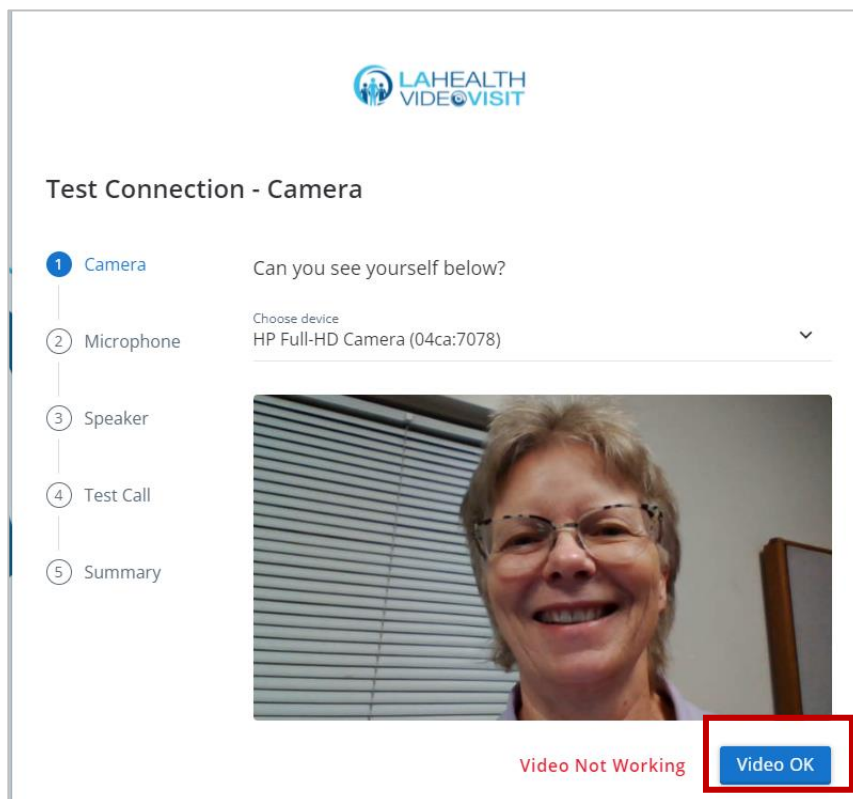
1. Type your name in the space and click **Test My Connection**.



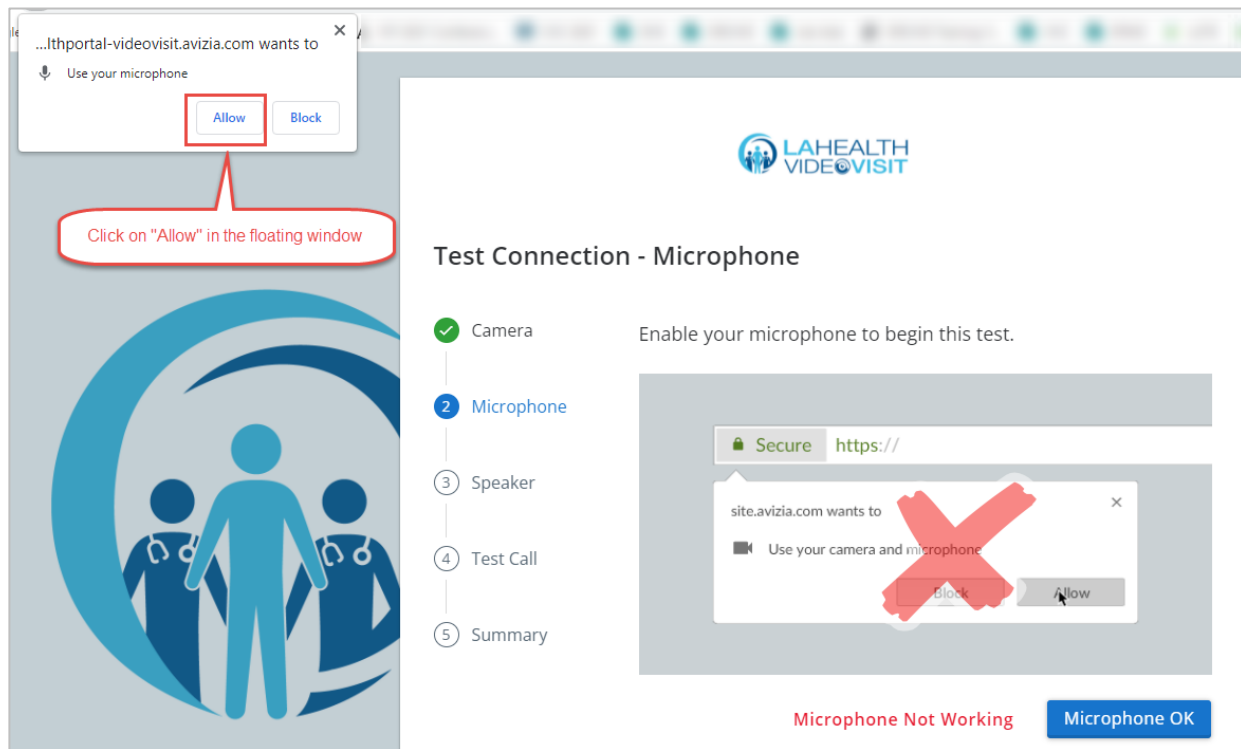
2. Test your camera. If a window opens with the message-“lahealthportal-videovisit.avizia.com wants to use your camera”, click **Allow**. Make sure to click on the floating window.



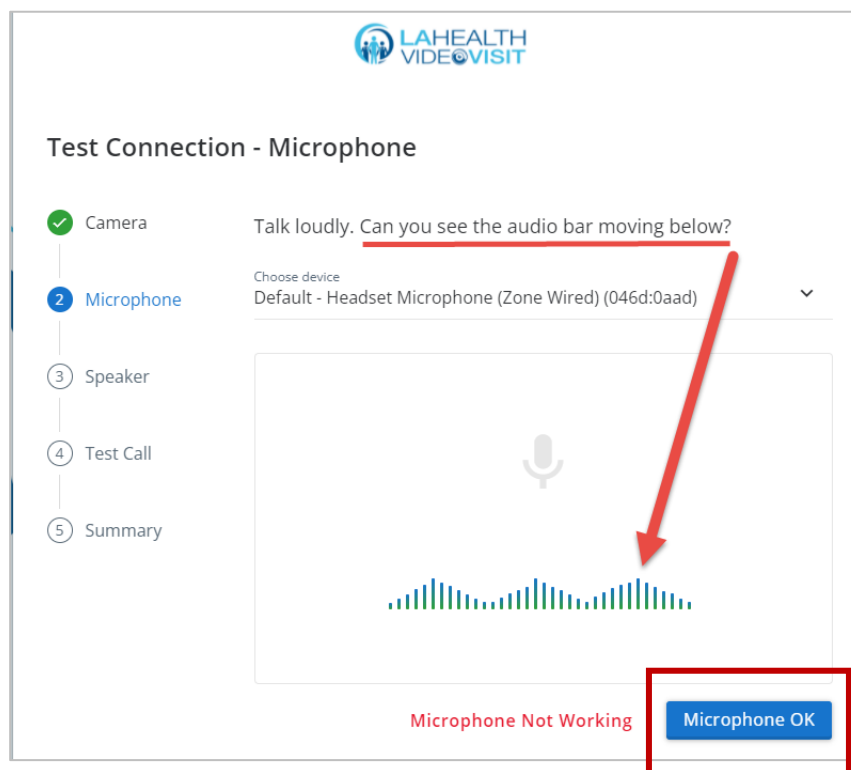
If you see yourself, click **Video OK**.




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**.



Test Connection - Speaker

✓ Camera


✓ Microphone

3 Speaker

4 Test Call


5 Summary

Press to play the audio sound sample. Can you hear it?


Play Sound

Speaker Not Working **Speaker OK**

5. Next, a test call will be done. If you see a picture and hear a voice, click **Test Call OK**.



Test Connection - Test Call

✓ Camera


✓ Microphone

✓ Speaker

4 Test Call

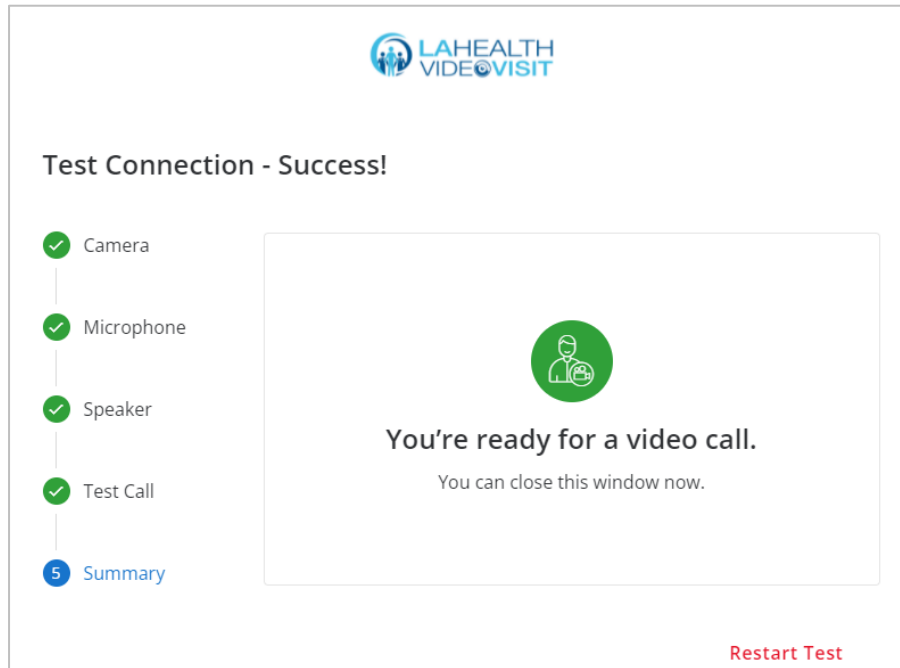
5 Summary

A test call is being generated, are you able to see the example video call below?



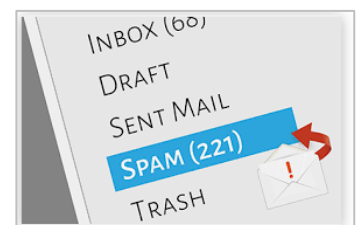
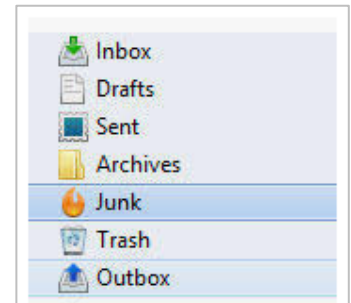
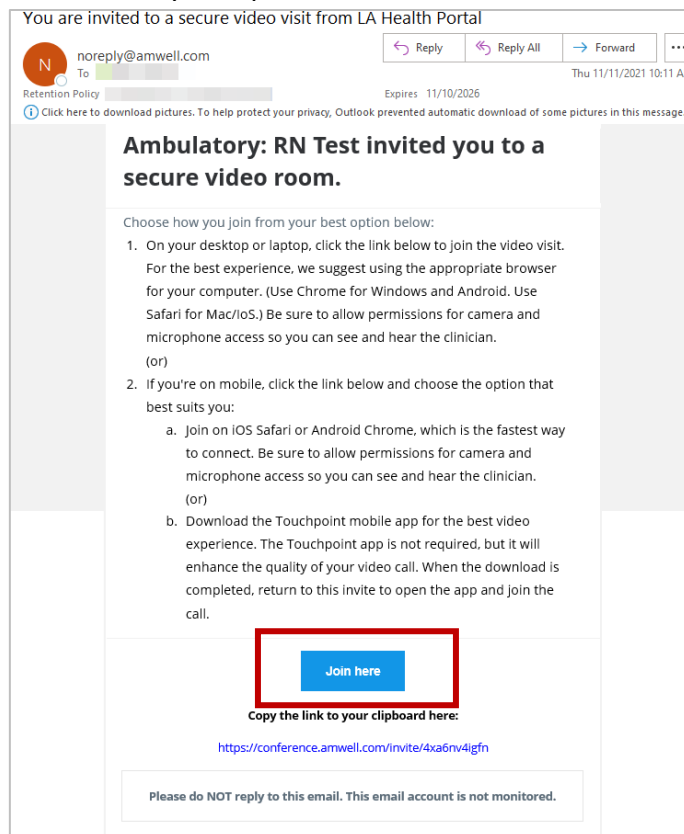
Test Call Not Working **Test Call OK**

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.

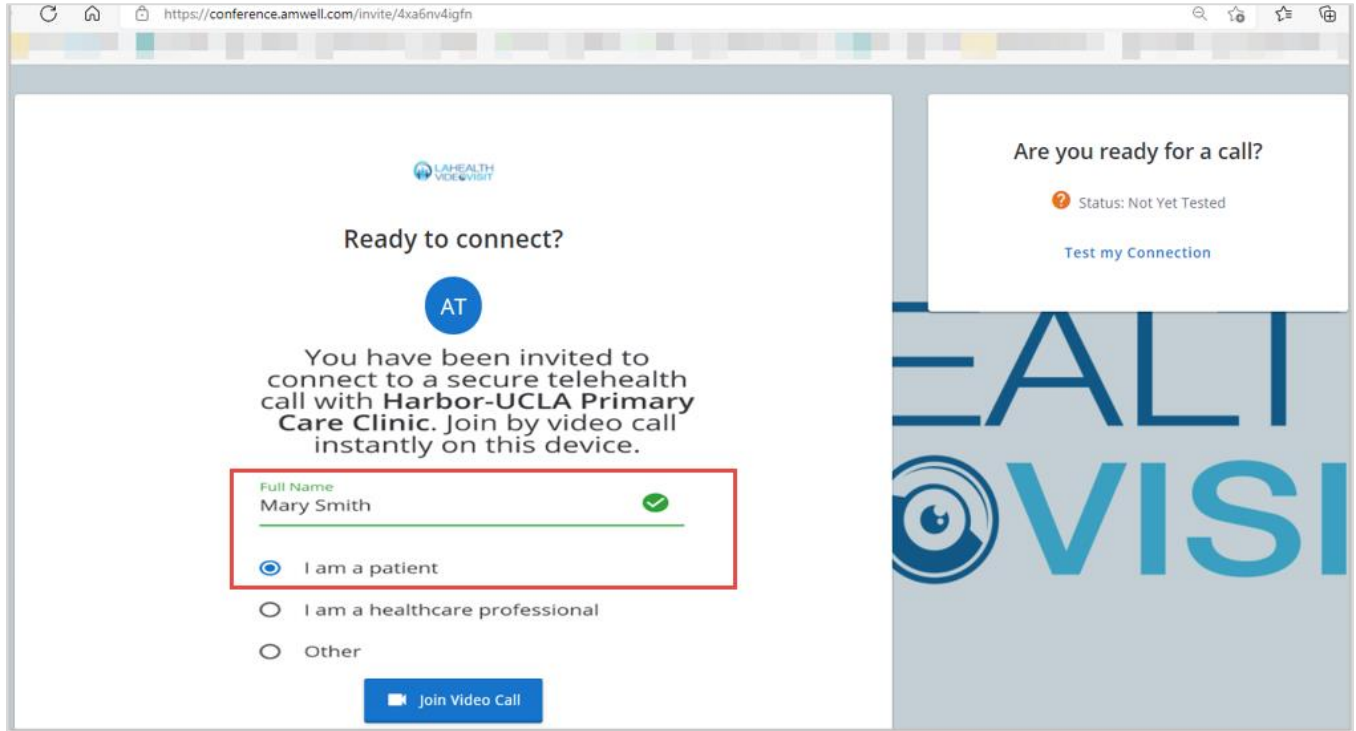


Joining Your Appointment from an Email

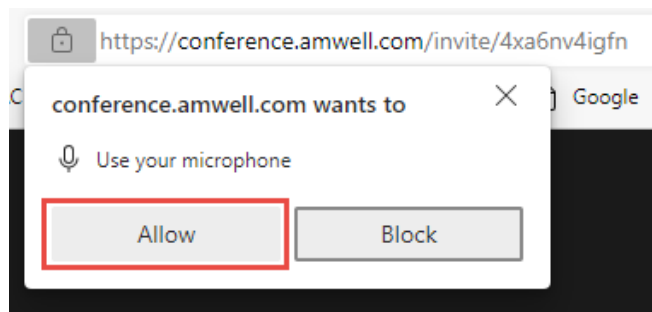
1. You will receive an email from noreply@amwell.com. Scroll down and click **Join here**. If you're not able to find the email, check your Spam or Junk folder.



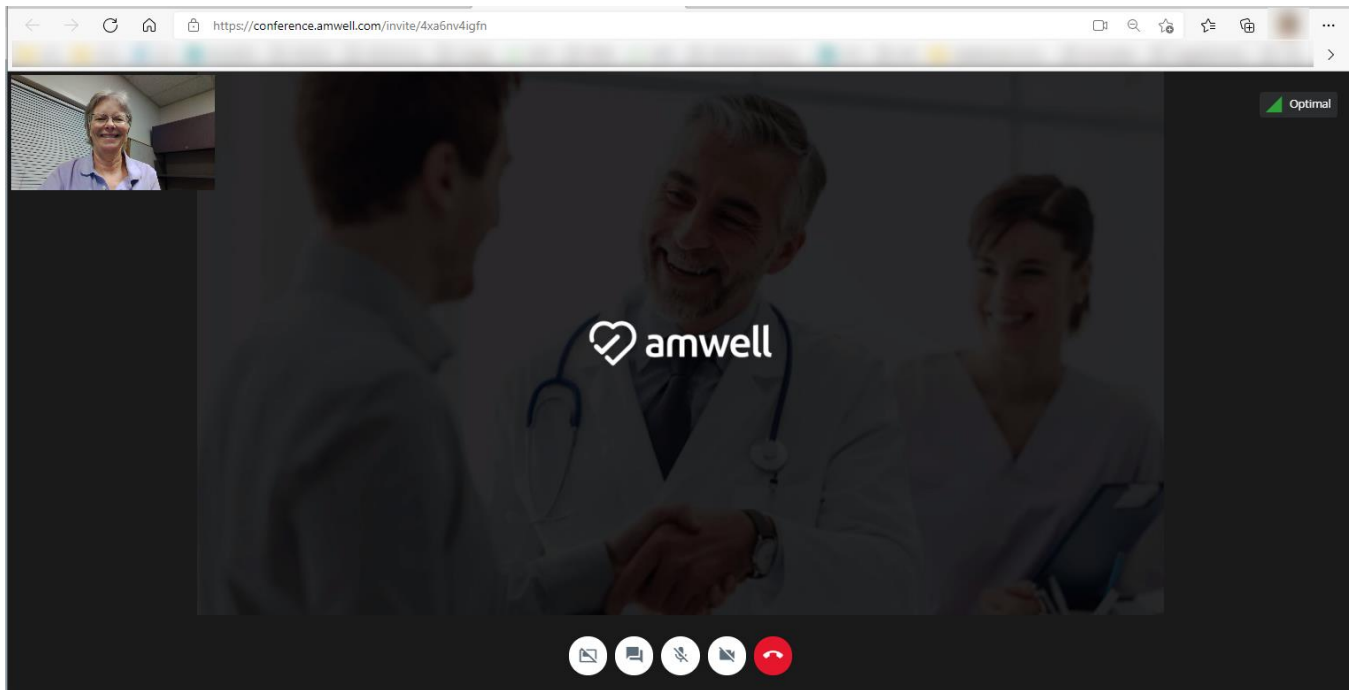
- On the 'Ready to connect' screen, type your full name in the space. Click **I am a patient**. If you have not tested your device yet, click **Test my Connection**. If you have already tested your device, click **Join Video Call**.



- If you get a pop-up saying that the conference.amwell.com wants to use your camera or microphone, click **Allow**.



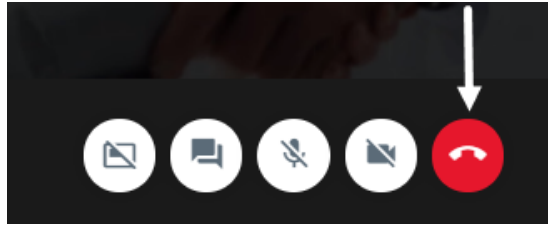
- When you are in the waiting room, your screen will be black, and your picture will be small and in a corner. A voice will tell you that you are waiting for others (your nurse or provider) to join.



- After you click **Accept**, you will see your nurse or provider on your screen. Your picture will be small and in a corner.

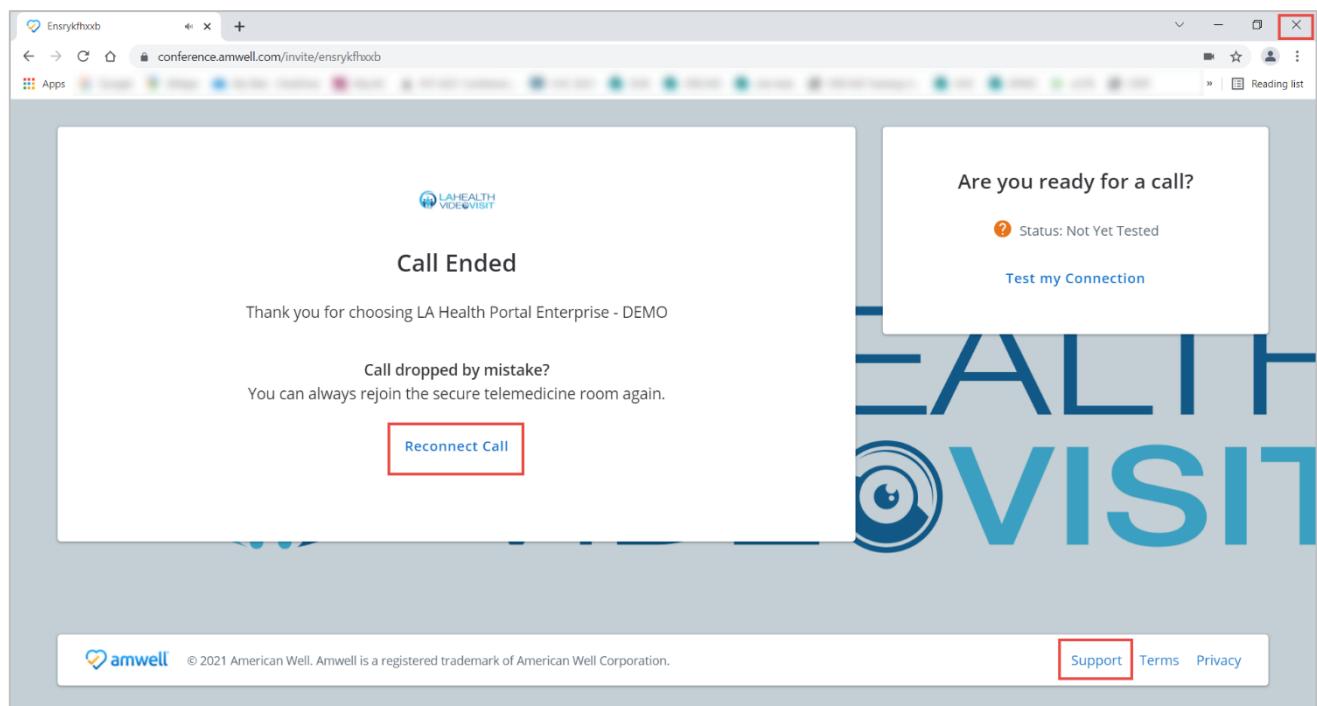


6. After everything is done with your visit, you will be told to hang up. Click the red button on your screen. **End Call**



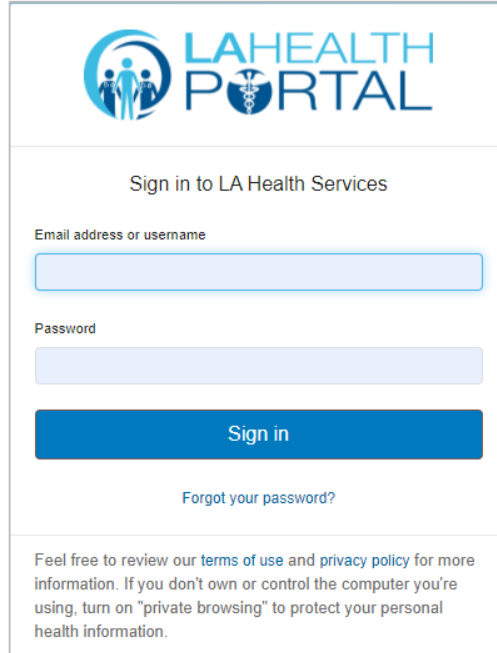
7. The next screen will look like the one below. You can close the browser by clicking the **X** in the upper right corner.

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.



LAHEALTH PORTAL

Sign in to LA Health Services

Email address or username

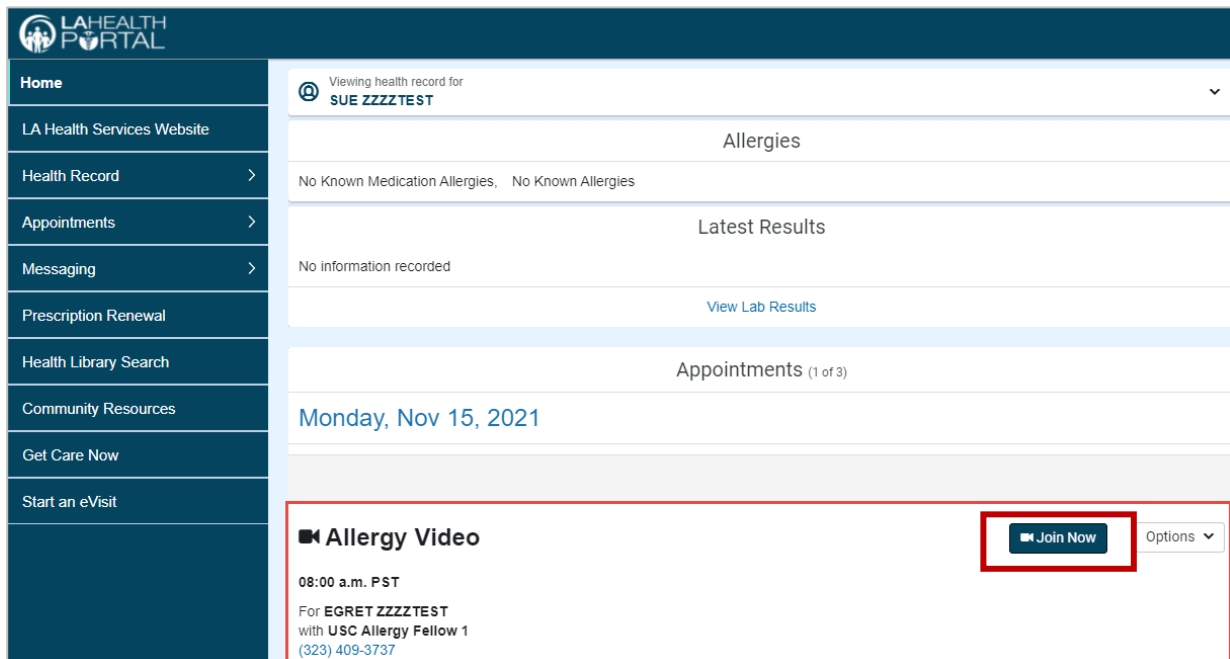
Password

Sign in

[Forgot your password?](#)

Feel free to review our [terms of use](#) and [privacy policy](#) for more information. If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health information.

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.



LAHEALTH PORTAL

Home

LA Health Services Website

Health Record >

Appointments >

Messaging >

Prescription Renewal

Health Library Search

Community Resources

Get Care Now

Start an eVisit

Viewing health record for **SUE ZZZZTEST**

Allergies

No Known Medication Allergies, No Known Allergies

Latest Results

No information recorded

[View Lab Results](#)

Appointments (1 of 3)

Monday, Nov 15, 2021

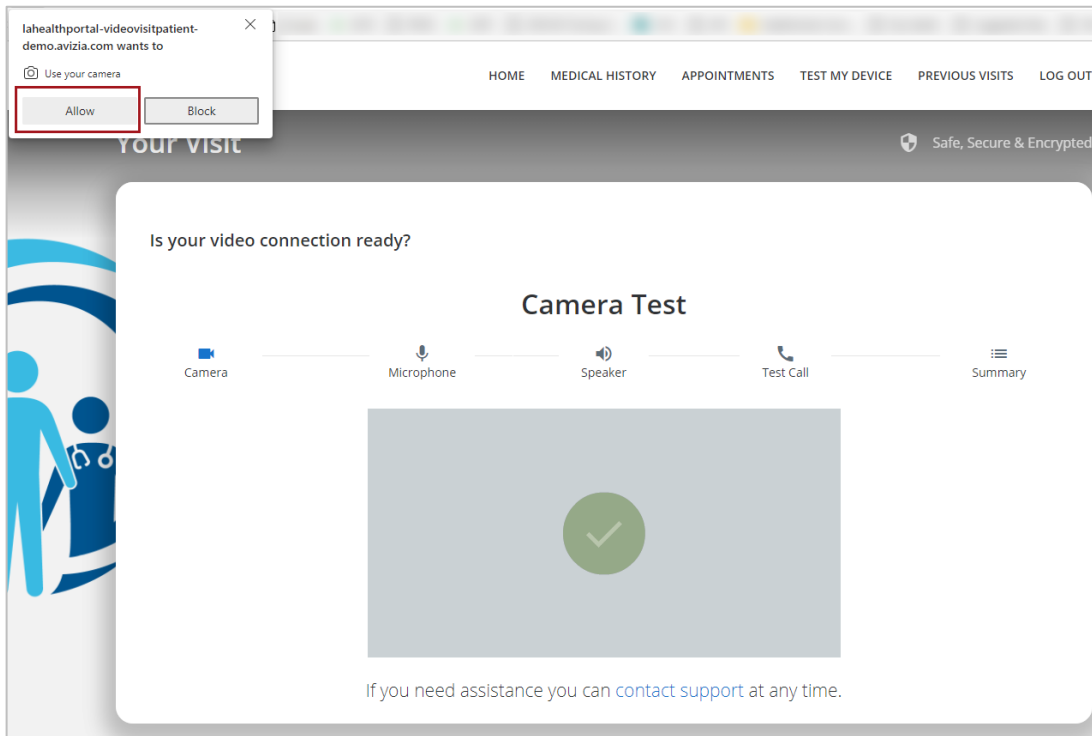
Allergy Video

08:00 a.m. PST

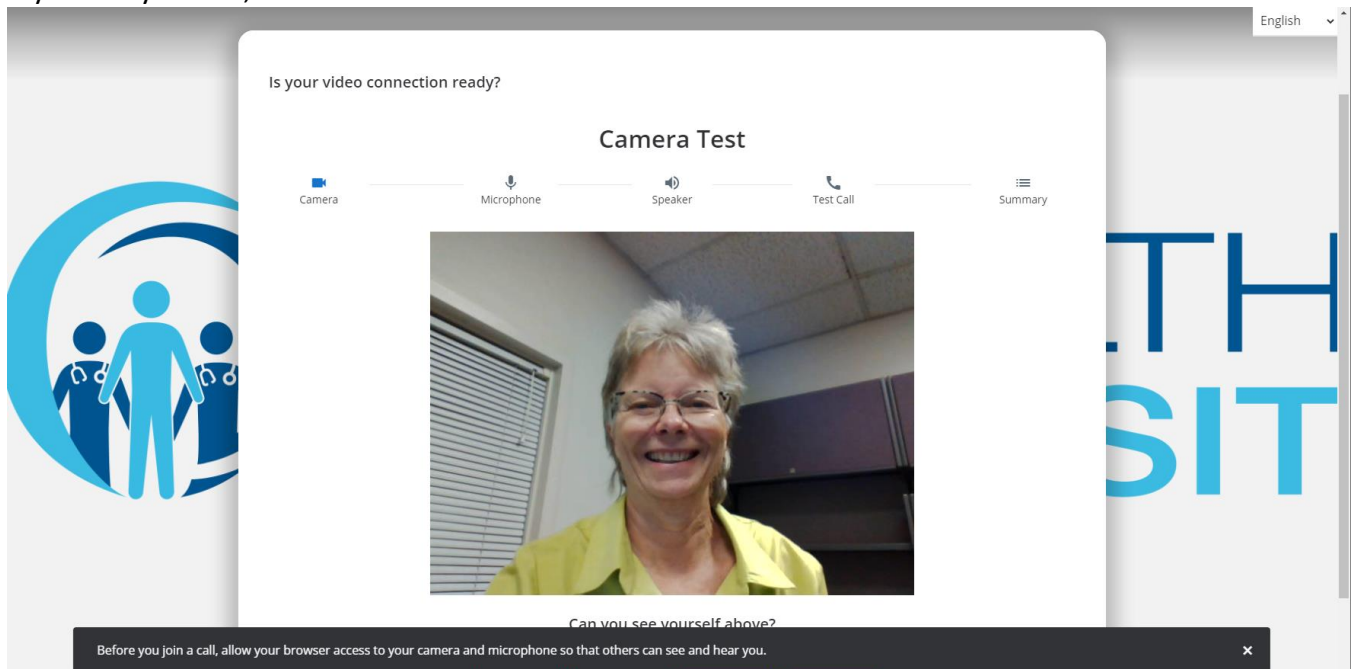
For **EGRET ZZZZTEST**
with **USC Allergy Fellow 1**
(323) 409-3737

Join Now Options

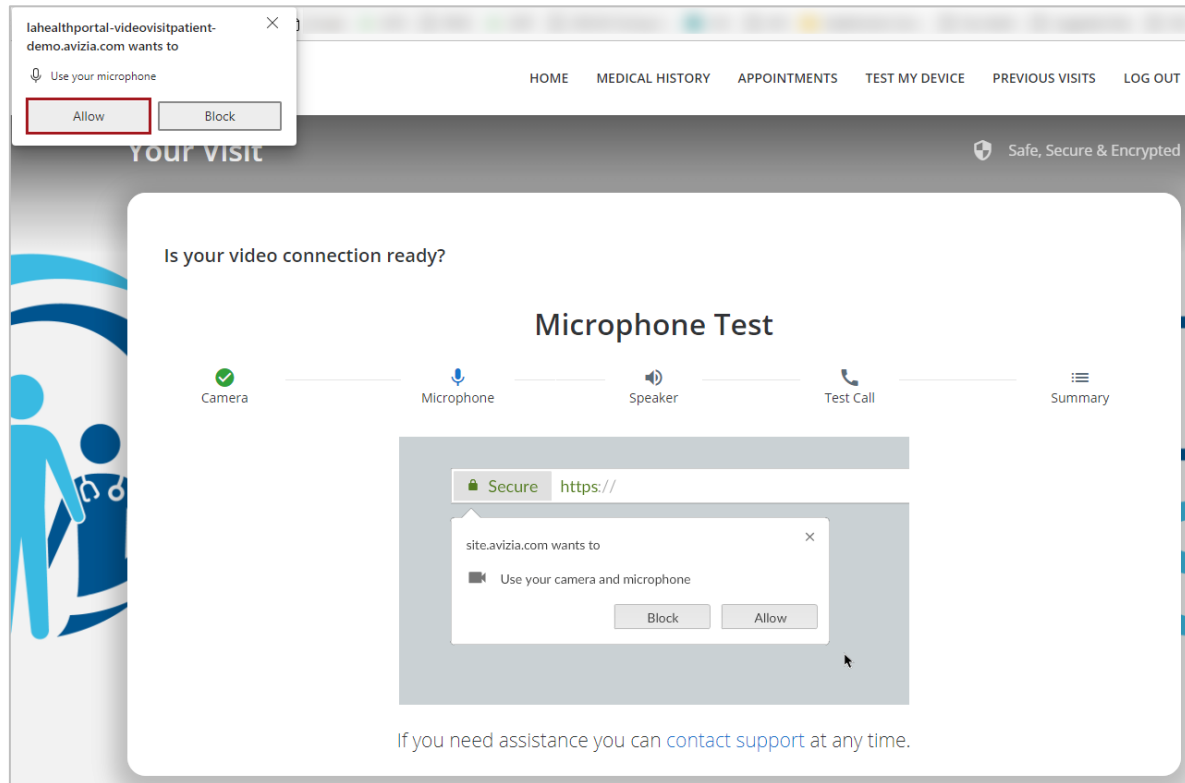
3. You will be guided to test your device to make sure it will work for the video visit. At each step, if you need help, click on **Contact Support** at the bottom of the screen. First, this 'tech check' will test your camera. If you get a pop-up with the message "lahealthportal-videovisit.avizia.com wants to use your camera", click **Allow**.



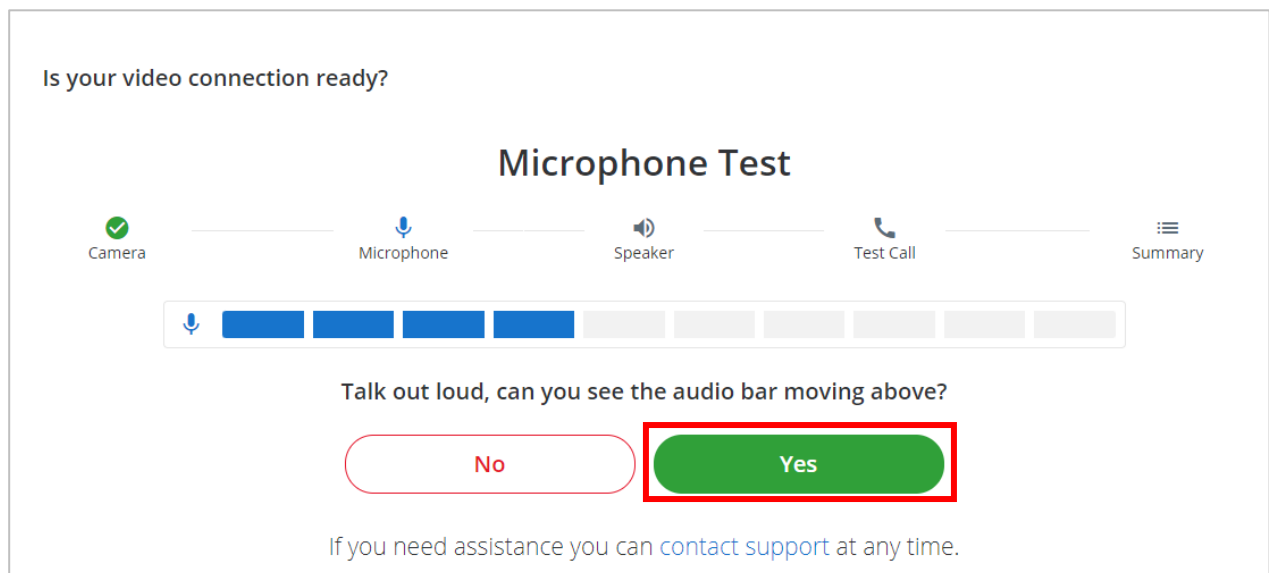
If you see yourself, click **Yes**.



4. Next, test your microphone. If you get a pop-up with the message “lahealthportal-videovisit.patient-demo.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**.

Is your video connection ready?

Speaker Test

Camera ☒ Microphone ☒ Speaker ☐ Test Call ☐ Summary 

Click this 'Play' button


Press the button to play the audio. Can you hear it?


If you need assistance you can [contact support](#) at any time.

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

Is your video connection ready?

Test Call

Camera ☒ Microphone ☒ Speaker ☒ Test Call ☐ Summary 



A test is running in the background. When you see the image of the provider above, press YES to continue.

If you need assistance you can [contact support](#) at any time.

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**.

Is your video connection ready?

Summary

✓
Camera

✓
Microphone

✓
Speaker

✓
Test Call

☰
Summary

✓

Your device is ready to join the call

Your device's camera and microphone are functioning properly. You are now ready to join a video call. Please confirm your callback number in the event a video connection cannot be established.

🇺🇸 +12125551212 Enter your phone number


✓ Valid number.

Continue

If you need assistance you can [contact support](#) at any time.


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 Safe, Secure & Encrypted

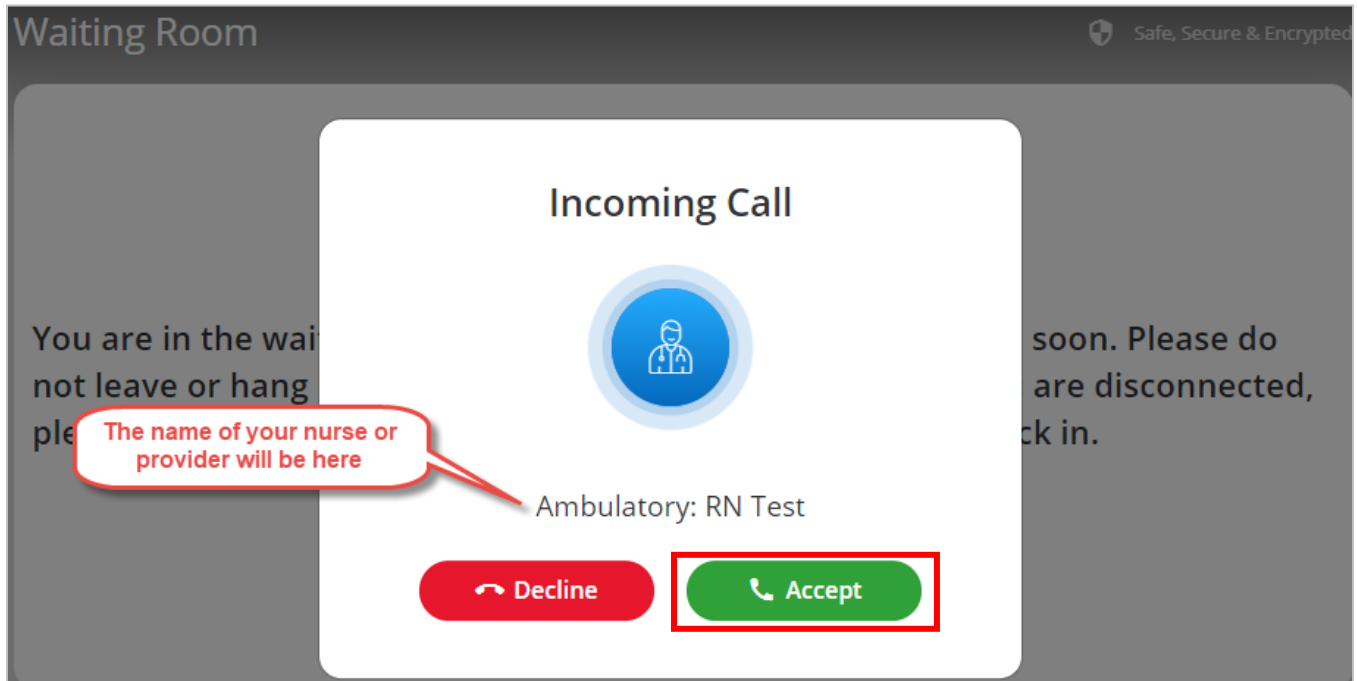


You are in the waiting room and your provider will be with you soon. Please do not leave or hang up until you have been asked to do so. If you are disconnected, please use the same link that was sent to your portal to log back in.

Preview Camera



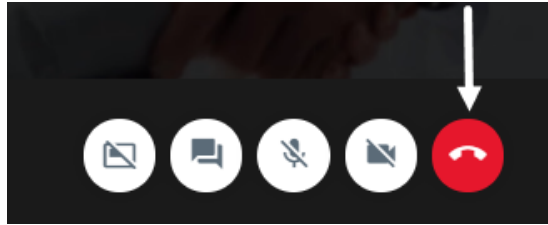
8. When your nurse or provider joins the visit, you will hear a ring and see the message below. Click the green **Accept** button. The name of the person calling you will be above the red and green buttons.



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.

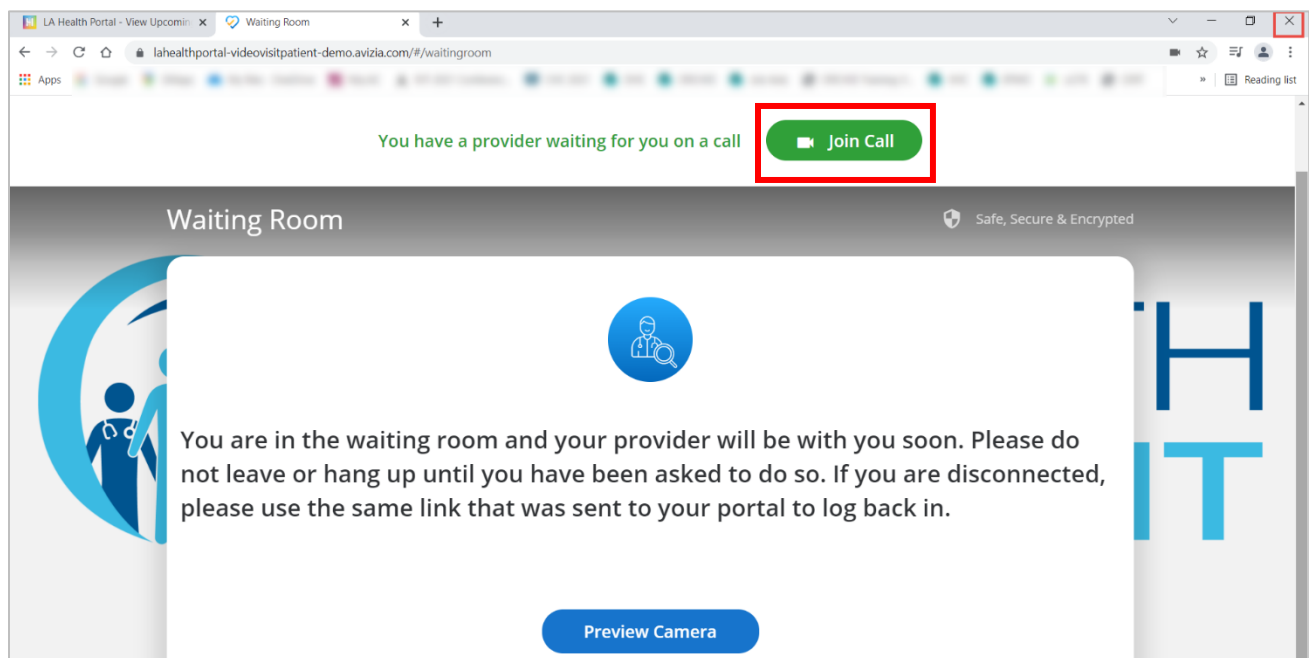


10. After everything is done with your visit, you will be told to hang up. Click the red **End Call** button on your screen.

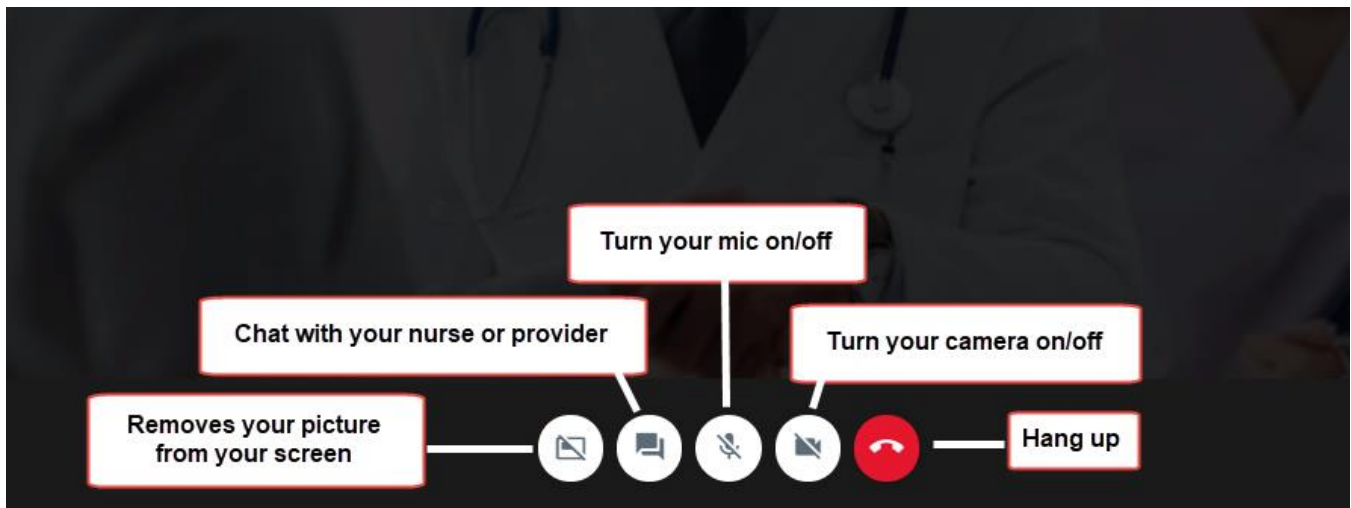


11. When you hang up, you will go back to the waiting room. Your screen will look like the one below. You can now close your browser by clicking the **X** at the upper right corner.

If you hang up by accident or the call is dropped, you can click **Join Call**.



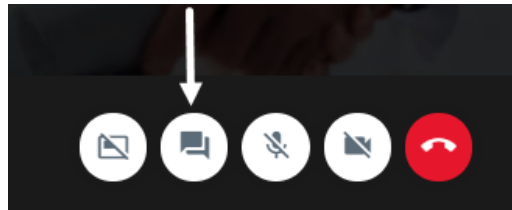
Control Buttons on Laptop/Computer



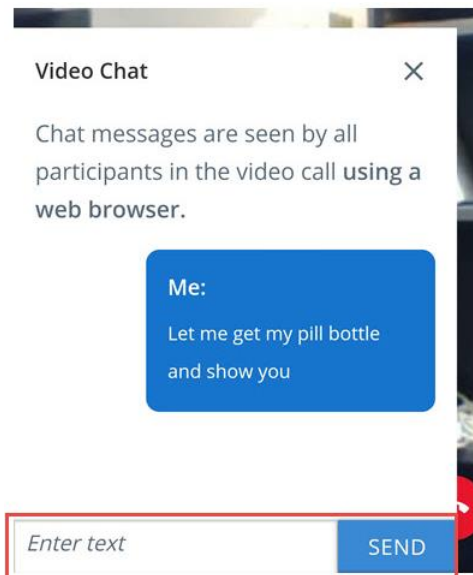
Special Functions on Laptop/Computer

Video Chat

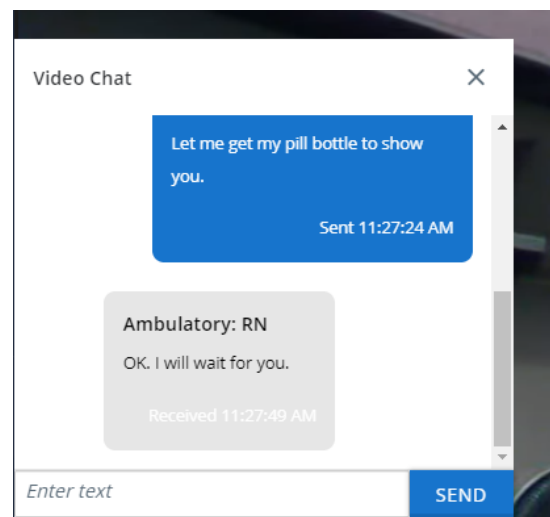
1. You can chat privately with your nurse or provider. Click the Chat button to open the Video Chat window.



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** (24 hours a day, 7 days a week).



2. Video Visit Ambassador Help Line: Text **"Help"** to **1-213-288-8899** Monday to Friday 8:00 am to 8:00 pm (closed on holidays).



3. Information on preparing for your video visit, including troubleshooting and helpful tips, please visit the [LA Health Services Prepare for Your Video Visit](#) webpage.