SHILEY EYE INSTITUTE
UC SAN DIEGO

The Viterbi Family
Department of Ophthalmology

INFORMATION ON OUR TELEHEALTH SERVICES:

In response to California's stay-at-home order and to reduce the spread of the novel coronavirus (COVID-19), UC San Diego Health has expanded the availability of telehealth across our health care system. Shiley Eye Institute is offering video visits with your providers in order to limit person-to-person contact. We will make every effort to ensure this is a smooth and easy experience for you to follow.

Video visits are live, two-way audiovisual visits with your Shiley providers that you can attend from home without going to the clinic. These virtual visits take place on a smartphone or tablet via the MyUCSDChart patient portal on the free MyUCSDHealth app.

During the pandemic, most insurances are covering the visit costs, including Medi-Cal and Medicare.

Please note that not all eye health concerns can be taken care of via telehealth and the provider may ask you to schedule an in-person visit. All physical distancing, cleaning protocols and masking policies are in effect. Visit our website homepage to watch a video, which shows all precautions being taken in our clinic.

HOW TO START YOUR TELEHEALTH VISIT:

Create Your Account and download the App

1. Video visits are mobile-to-mobile encounters through our free MyUCSDHealth app, so you must have a mobile device (iOS or Android) with the app downloaded onto it. (Android 5 or higher and IOS 12 or higher.)
2. You need to have access to our mobile app by creating an account on the MyUCSDChart website and requesting an activation code.
3. To download the app, go to the Apple App Store on your iPhone or iPad or to the Google Play Store on your Android phone or tablet.
4. Search for MyUCSDHealth and choose UCSD from the list in the app. You can then sign on to the app using your login and password.

TIPS FOR CREATING YOUR TELEHEALTH APPOINTMENT:
Here are some tips to prepare for your video visit after you've created your MyUCSDChart login and password and have an appointment scheduled.

- Sign into the app and complete the eCheck-In at least 30 minutes before your scheduled visit — you can also do this up to 7 days in advance. This can also be done online via a computer.
- Use Wi-Fi for the best connection. Using your mobile carrier network may cause interruptions, especially if you're moving around.
- Find a quiet, private place where you can talk without interruptions or distractions such as doorbells, children, TV or music.
- Try to sit facing a window or a light source, which will help your provider get a clearer view of you. Click on your appointment and begin your visit.
- If the provider is more than 15 minutes late or if there is an issue starting the visit, call your clinic.
- If you are having technical issues, please contact MyUCSDChart customer support at **619-543-5220** from 6 a.m. to 10 p.m. every day.