

Frequently Asked Questions

Why schedule a video visit?

Video visits are a convenient way for you to meet with your healthcare provider without having to commute and wait for your appointment at the clinic.

What do I need for a video visit?

1. A device with audio-video functions (smartphone, iPad/tablet, or computer)
2. A stable internet connection
3. A quiet, private space to join your video visit

How do I join a video visit?

Read inside to see the 3 simple steps it takes to join your video visit.



Ask your healthcare provider or clinic staff member if a video visit is right for you.

To learn more about video visits, go to sf.gov/video-visits



Schedule a Video Visit

Secure,
convenient,
accessible
healthcare.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

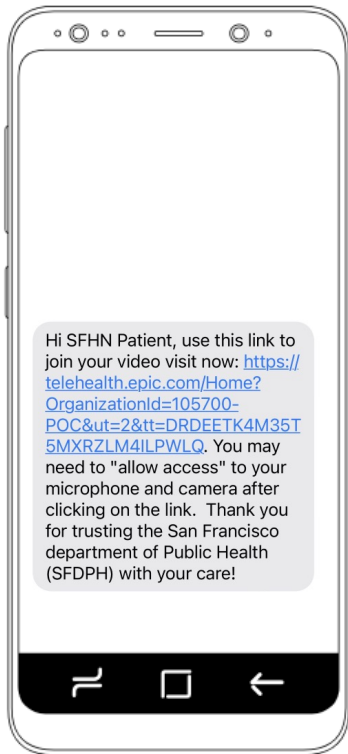
Joining Your Video Visit

STEP 1

Click the video visit link.

On the day and time of your visit, you will receive a link via text or email. Click or tap the link to launch the video visit.

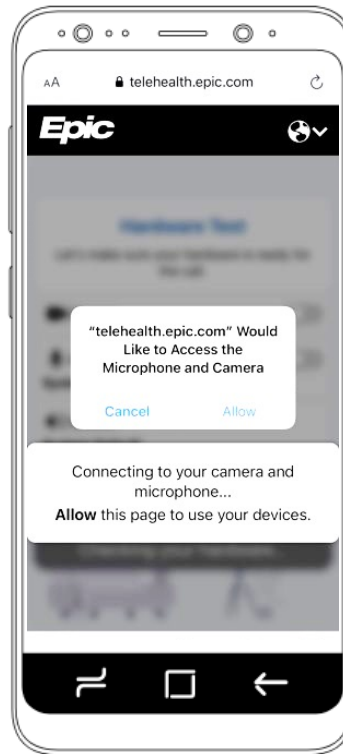
[click here →](#)



STEP 2

Click "Allow."

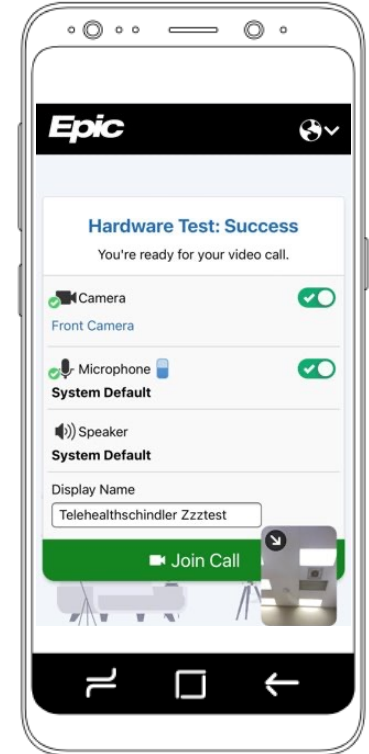
You will need to allow access to your device's microphone and camera so that your healthcare provider can see and hear you.



STEP 3

Click "Join Call."

You will now be connected to your provider to begin your video visit!



For patients with a MyChart account:

Your video visit link will be accessible via MyChart as soon as the video visit is scheduled. To join your video visit, log into MyChart, open the "Visits" tab, and click the video visit link. mychart.sfdph.org

