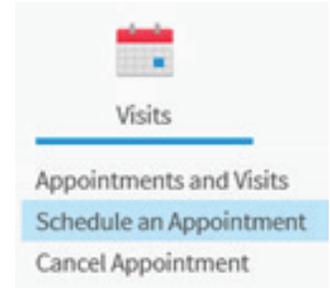


Request or schedule an appointment

To request or schedule an appointment with your doctor:

1. Go to the Visits tab then click Schedule an Appointment
2. You'll be able to select a specific provider you'd like to see or identify the type of appointment you'd like to be seen such as an office visit physically at the clinic or a video visit that you can conduct from the comfort of your home



Depending on the type of appointment you choose, you may be directed to request or schedule an appointment

- For appointment requests, you'll be asked to enter the provider you want to see, the reason for the visit, as well as preferred dates and times for your visit. After submitting your request, someone from the clinic will reach out to you to verify an appointment date and time that works best for you.
- When you schedule an appointment, you don't need to wait to hear back from your doctor's office. Instead, you'll be able to select a specific date and time you'd like to be seen and schedule your appointment right then and there.

A screenshot of the 'Schedule an Appointment' form in the MyChart application. At the top, it says 'Schedule an Appointment' and includes a red 'START OVER' button. Below this is a warning: 'If you have a medical emergency, please call 911 or go to the nearest emergency department.' The form has four main sections: 'Reason for visit' (set to 'Video Visit'), 'Providers' (set to 'Elizabeth A. Kim, MD'), 'Time' (with a clock icon), and 'Verify and schedule' (with a calendar icon). Under 'What time works for you?', there is a date selector set to '10/28/2020'. Below the date, there are two columns of time slots: 'Friday October 30, 2020' with slots for 8:00 AM and 9:20 AM, and 'Saturday October 31, 2020' with slots for 9:20 AM and 10:40 AM. There are also buttons for 'All available times' and 'Filter times'.A screenshot of the provider and reason selection screen. It is divided into two main sections. The left section is titled 'Schedule with a provider you've seen before' and includes the instruction 'Choose a provider who matches your specific needs.' Below this, there is a card for 'Elizabeth A. Kim, MD', Primary Care Provider, Family Practice. The right section is titled 'Tell us why you're coming in' and includes the instruction 'Choose a specific reason for scheduling an appointment.' Below this, there are four cards: 'Office Visit' (routine medical and non-urgent in-person appointments), 'Physical' (work, school, or annual in-person physical exams), 'Well Child' (age-specific in-person physical exams for growth and development), and 'Video Visit' (routine medical and non-urgent symptom-based video appointments). There is also a 'Telephone Visit' option at the bottom left of the right section.