

# **Schedule an Appointment Online**

### Introduction

Online scheduling is an easy way to book an appointment for urgent care and some office visits, screenings, vaccinations and laboratory tests when it is convenient for you. You may self-schedule appointments from your <a href="ProHealth Care MyChart account">ProHealth Care MyChart account</a> and <a href="ProHealthCare's website">ProHealth Care MyChart account</a> and <a href="ProHealth">ProHealth Care MyChart account</a> and <a href="ProHealth">ProHealth Care MyChart account</a> and <a href="ProHealth">ProHealth MyChart account</a> and <a href="ProHealth">ProHealth MyChart accou

Appointment type	From MyChart	From ProHealthCare.org
COVID-19 vaccine Available by appointment only.	<ul> <li>✓ Existing patients may sign into MyChart to schedule.</li> <li>✓ View eligibility requirements: <u>ProHealthCare.org/Vaccine</u>.</li> </ul>	✓ New and existing patients may schedule from the website at <a href="https://example.com/ProHealthCare.org/Vaccine">ProHealthCare.org/Vaccine</a> .
In-person urgent care Patients of all ages may walk in to a ProHealth Urgent Care location or save their spot in line, online.	X Not available.	✓ View wait times and make online reservations at  ProHealthCare.org/UrgentCare.
Virtual urgent care  Available for patients 6 years or older, physically located in Wisconsin at the time of the visit.	✓ Existing patients may sign into MyChart to schedule.	✓ New and existing patients may schedule from the website at ProHealthCare.org/VirtualVisits.
In-person office visits, screenings and lab tests Availability depends on the provider or lab, as well as your status as an existing or new patient.	<ul> <li>✓ Existing patients may sign into MyChart to find appointment availability.</li> <li>✓ If you do not find an appointment to fit your needs, use the "Request an Appointment" feature in MyChart.</li> </ul>	<ul> <li>✓ Search by provider at <u>ProHealthCare.org/Providers</u>.</li> <li>✓ Search by specialty to find the first available appointment at <u>ProHealthCare.org/ScheduleNow</u>.</li> </ul>
Virtual office visits Availability varies by provider and your symptoms.	Not available. Call your provider's office. Phone numbers are located on provider profiles at ProHealthCare.org/Providers.	➤ Not available.  Call your provider's office.  Phone numbers are located on provider profiles at   ProHealthCare.org/Providers.



# COVID-19 vaccine

COVID-19 vaccines are available by appointment only to anyone who wishes to be protected from the virus. For eligibility requirements, visit <a href="ProHealthCare.org/Vaccine">ProHealthCare.org/Vaccine</a>.

Appointment options depend on vaccine availability. If no appointments are available, please check back later.

We are unable to accommodate requests for specific vaccines.



# **Urgent Care**



# Make a reservation for in-person urgent care

Reserve from MyChart	Reserve from ProHealthCare.org
X Not available.	1. Go to ProHealthCare.org/UrgentCare.
	2. Under "Online reservations", choose a location on the map, or scroll below the map to view the number of people in line at each location.
	3. Click the green <b>Reserve my spot now</b> button under the location of your choice.
	4. Enter the required information, choose a date and time, and click the <b>Confirm me</b> button.



## Schedule a virtual (video) urgent care visit

If this is your first video visit, schedule your appointment at least 60 minutes before the visit to allow time to set-up your computer or mobile device. View the <u>virtual visit tips sheet</u> for detailed instructions.

#### Schedule from MyChart

- Sign in to your ProHealth Care MyChart account from the mobile app or the internet at MyChart.ProHealthCare.org.
- 2. Click Menu then Schedule an appointment.
- 3. Choose Virtual urgent care visit.
- 4. Enter the required information.
- 5. Choose a date and time.
- 6. Verify your information and appointment details, and enter the reason for the visit.
- 7. Click the orange **Schedule** button to complete the booking.
- View details about the upcoming visit in MyChart by clicking Visits from the main menu.

#### Schedule from ProHealthCare.org

- 1. Go to ProHealthCare.org/VirtualVisits
- Choose one of the green buttons to begin scheduling.

Pay \$45 at the time of my visit

Bill my health insurance plan

- 3. Choose a date and time.
- 4. Enter the reason for the visit and click Continue.
- Log in to ProHealth Care MyChart or scroll down and click Continue to schedule an appointment as a guest.
- 6. Enter the required information.
- 7. Verify your information and appointment details.
- 8. A MyChart account is required for a virtual visit. Use the link on your appointment confirmation to set one up.
- After you open a MyChart account, you can view details about the upcoming visit by clicking **Visits** from the main menu.



# Office visits, screenings and labs



# Schedule a virtual office visit

Availability of virtual office visits depends on the provider and your symptoms. Call the provider's office for more information. Phone numbers are located on provider profiles at ProHealthCare.org/Providers.

### Schedule an in-person visit

Not all providers or labs offer online appointments. Existing ProHealth Care patients may find more appointment options available by signing in to their ProHealth Care MyChart accounts and scheduling from there.

#### Schedule from MyChart

Recommended for existing patients

- 1. Sign in to your ProHealth Care MyChart account from the mobile app or the internet at MyChart.ProHealthCare.org.
- 2. Click Menu then Schedule an appointment.
- 3. Choose a provider or choose a specific reason for scheduling an appointment.

  Note: If you choose a provider that does not offer online scheduling, MyChart prompts you to send a secure message to Request an appointment.
- 4. Select an appointment type and choose a date and time.
- 5. Verify your information, review appointment details and enter the reason for the visit.
- 6. Click the orange **Schedule** button to complete the booking.
- 7. View details about the upcoming appointment in MyChart by clicking Visits from the main menu.

### **Ticket scheduling**

You may be able to self-schedule a follow-up appointment, screening or lab test if a provider sends you a MyChart message with a "ticket." A scheduling ticket holds important information unique to you. Follow the instructions and links found in the message to schedule the appointment.



#### Schedule from ProHealthCare.org

You may search for an appointment with a specific provider or for the first available appointment by specialty.

#### Search for an appointment by provider:

- Search for the provider's profile in the online directory at <u>ProHealthCare.org/Providers</u> and then click to Schedule online.
- 2. Select the appropriate visit type, if needed.
- 3. Choose a date and time.
- 4. Enter the reason for the visit and click **Continue**.
- 5. **Log in** to ProHealth Care MyChart or scroll down and click **Continue** to schedule an appointment as a guest.
- 6. Enter the required information.
- 7. Verify your information and appointment details.
- 8. If you scheduled as a guest, you can set up a MyChart account from your appointment confirmation screen.
- 9. Details about the upcoming visit can be seen in MyChart by clicking **Visits** from the main menu.

#### Search for the first available appointment:

 Select the specialty of interest at ProHealthCare.org/ScheduleNow.



- 2. Select the appropriate visit type, if needed.
- 3. Choose a date and time.
- 4. Enter the reason for the visit and click **Continue**.
- 5. **Log in** to ProHealth Care MyChart or enter the information needed to set up a medical record for the patient and schedule as a guest.
- 6. Verify your information and appointment details.
- 7. If you scheduled as a guest, you can set up a MyChart account, if you wish.
- 8. View details about the upcoming appointment in MyChart by clicking **Visits** from the main menu.



# Frequently asked questions

#### Where can I find the MyChart mobile app?

- 1. From your smartphone or tablet, go to the Apple App Store or Google Play Store.
- 2. If you did not use one of the links above, search for the "MyChart" app in the store.
- 3. Install the mobile app.
- 4. Open the MyChart mobile app and search for "ProHealth Care."
- 5. Sign up or sign in to your ProHealth Care MyChart account.

#### I cannot find the provider I want to visit in MyChart. What should I do?

You might not be able to find the provider because you have not seen them before or they are not accepting new patients. On the **Schedule an appointment** page, select **Find a new provider.** Then select the specialty, the type of visit and location.

### I cannot find the date or time I want to schedule an appointment. What should I do?

The provider may not be available at the selected time or location. Choose a different provider, time, or location. If the appointment time you want is still not available, find the provider's office phone number in the <u>online directory</u>, or find the location phone number <u>here</u> to request a different time.

### Who do I contact for help with online scheduling?

- For MyChart technical issues, call 877-873-6305.
- To find a new provider or schedule an appointment by phone, call 262-928-2745.