

Virtual Urgent Care – Patient MyChart Scheduling

Choose Virtual Urgent Care from the top or sidebar navigation

The screenshot shows the Denver Health MyChart patient portal. At the top, the user is logged in as 'Jane J Patient'. The navigation bar includes 'Medical Record', 'Visits', 'Messaging', 'Billing', 'Resources', and 'Profile'. The 'Visits' menu is open, displaying 'Appointments and Visits', 'Schedule an Appointment', and 'Virtual Urgent Care'. The 'Quick Links' sidebar on the right contains various options, with 'Virtual Urgent Care' highlighted in a red box. A 'To Do' section at the bottom left shows overdue health reminders. A calendar for September 2020 is visible at the bottom right.

Confirm your location

The screenshot shows the 'Virtual Urgent Care' scheduling page. The 'Location' section is active, displaying a form to select a location. The form includes a 'Country' dropdown menu set to 'United States of America' and a 'State or territory' dropdown menu set to 'Colorado'. A 'CONFIRM' button is visible below the form. A warning message at the top right states: 'Please call 911 if you have an emergency or urgent medical question.' The 'Related Links' section on the right contains a link for 'Find care now'.

Select the reason for visit (What brings you here today?)

The screenshot shows the Denver Health Virtual Urgent Care interface. At the top, there is a navigation bar with the Denver Health logo and the text "FOR LIFE'S JOURNEY". Below the logo, the name "Jane" is displayed, followed by navigation tabs for "Medical Record", "Visits", "Messaging", "Billing", "Resources", and "Profile". The user's name "Jane J Patient" and a "Log Out" link are visible in the top right corner. The main heading is "Virtual Urgent Care" with a "START OVER" button. Below the heading, there are several interactive elements: a "Location" dropdown set to "Colorado", a "Reason for visit" dropdown with a plus icon, and buttons for "Connect using", "Providers", "Time", and "Summary". The central area is titled "What brings you here today?" and contains a grid of 10 selectable reasons for visit: Cough, COVID, Emergency Contraception, Medication Refill, Pink Eye, Rash, Seasonal Allergies, Sinus, Sore Throat, Toothache, Urinary Tract Infection, and Nausea. A "Diarrhea" option is partially visible at the bottom left. On the right side, there is a warning box with a red exclamation mark icon and the text "Please call 911 if you have an emergency or urgent medical question." Below this is a "Related Links" section with a "Find care now" button.

Patient is presented with connection test info/details on the video visit

The screenshot shows the Denver Health Virtual Urgent Care interface during a connection test. The navigation bar and top right corner are identical to the previous screenshot. The main heading is "Virtual Urgent Care" with a "START OVER" button. Below the heading, the "Location" dropdown is set to "Colorado" and the "Reason for visit" dropdown is set to "Cough". The "Connect using" button is highlighted. The central area is titled "Which of the following would you like to use for your video visit?" and has two radio buttons: "My Computer" (selected) and "Mobile App". Below this is a text box that reads: "Before you sign up for a video visit, make sure your computer has a working camera, microphone, and speaker. If you don't meet these requirements, try using the mobile app." Underneath the text are three icons: a camera icon labeled "Camera", a microphone icon labeled "Microphone", and a speaker icon labeled "Speaker". At the bottom of this section are two buttons: "TEST HARDWARE" and "NOT NOW". On the right side, the warning box and "Related Links" section are identical to the previous screenshot.

Patient is presented with first available time slot OR they can click the More Times button

The screenshot shows the Denver Health Virtual Urgent Care interface. At the top, there is a navigation bar with the Denver Health logo and the tagline "FOR LIFE'S JOURNEY". The user's name "Jane" is displayed, along with navigation tabs for Medical Record, Visits, Messaging, Billing, Resources, and Profile. The main content area is titled "Virtual Urgent Care" and includes a "START OVER" button. Below this, there are several status indicators: Location (Colorado), Reason for visit (Cough), and Connect using (My Computer). A "Providers" section shows a profile for an "Urgent Care Telemed Provider" available at 12:40 PM, with "SCHEDULE" and "MORE TIMES" buttons. A "Time" section is also visible. On the right side, there is a warning box: "Please call 911 if you have an emergency or urgent medical question." and a "Related Links" section with a "Find care now" button.

If they click the More Times button, they can see available times for today and tomorrow

The screenshot shows the Denver Health Virtual Urgent Care interface after clicking the "More Times" button. The navigation bar and top section are the same as in the previous screenshot. The "Providers" section now shows "Urgent Care Telemed Provider" with an "Edit" button. The "Time" section is highlighted, and a search interface is displayed. The search starts on "09/01/2020". The available times are listed for "Tuesday September 1, 2020" and "Wednesday September 2, 2020".

Tuesday September 1, 2020
Urgent Care Telemed Provider

12:40 PM	1:00 PM	1:20 PM	1:40 PM	2:00 PM
2:20 PM	2:40 PM	3:00 PM	3:20 PM	3:40 PM
4:00 PM	4:20 PM	4:40 PM	5:00 PM	5:20 PM
5:40 PM				

Wednesday September 2, 2020
Urgent Care Telemed Provider

8:00 AM	8:20 AM	8:40 AM	9:00 AM	9:20 AM
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Patient types in a note about what they are wanting to be seen for or any concerns

Virtual Urgent Care START OVER

✓ Location Edit Colorado ✓ Reason for visit Edit Cough ✓ Connect using Edit My Computer ✓ Providers Edit Urgent Care Telemed Provider ✓ Time Edit Tuesday September 1, 2020 2:20 PM Summary

You're almost there!

Urgent Care Telemed Provider

Cough

Tuesday September 1, 2020 2:20 PM

*What is the most important thing you want addressed during this visit?
Dry cough for 7 days
480 of 500 characters remaining

SCHEDULE

Please call 911 if you have an emergency or urgent medical question.

Related Links
 Find care now

Confirmation page where they should complete the eCheck-In process (note: Confirm just cancels any automated text messages that would be sent out)

Appointment Details

✓ **Appointment Scheduled**
You're all set! You can review details of your upcoming appointment below.

Urgent Video Visit with Urgent Care Telemed Provider

Tuesday September 01, 2020 2:20 PM MDT (20 minutes)
 Add to Calendar

Reschedule Appointment
 Cancel Appointment

Get ready for your visit!

CONFIRM Let staff know you don't need a reminder call.

ECHECK-IN Save time by completing eCheck-In ahead of time.

TEST HARDWARE Test that your webcam and microphone are functioning correctly.

Begin Video Visit
 Test Hardware

Visit Instructions

Telehealth Video Visit Instructions
Dear Jane,
You have been scheduled for a video visit with your provider from Denver Health.

To ensure a successful Telehealth Video Visit, you will need the following:

- Strong mobile phone service or internet connection
- A mobile phone, desktop or laptop computer with a camera that is connected to the Internet
 - Make sure you are connected to WiFi if using a mobile phone for optimal experience
 - Ensure that your battery is charged if using mobile phones or laptops; or that device is plugged in
 - When calling in, it is best to be in a well lit room that is quiet and free of distractions.

VIEW FULL INSTRUCTIONS ie, MyChart and Extended Care Apps downloaded prior

September 2020

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			