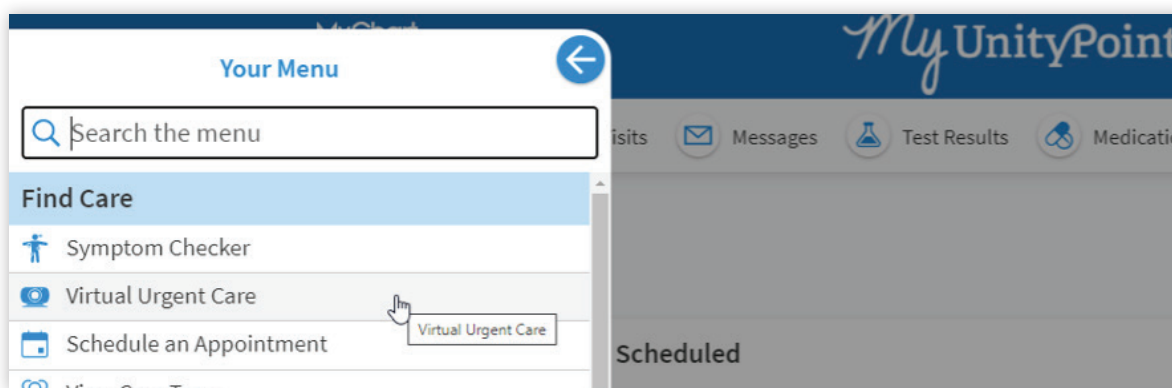


Thank you for choosing UnityPoint Clinic. Virtual Urgent Care allows you to see a doctor anytime for minor illnesses such as ear infections, cold and flu, rashes, sore throats, headaches, allergies and more. Please note that you can only have one visit in a 24-hour time period and patients must be age 2 or older to receive care through our Virtual Urgent Care.

To schedule a Virtual Urgent Care appointment, you must have a MyUnityPoint account. If you need to sign up for MyUnityPoint, go to [chart.myunitypoint.org](http://chart.myunitypoint.org) and click "Sign up now."

## Once logged into your account:

→ Under "Your Menu", click on "Virtual Urgent Care"

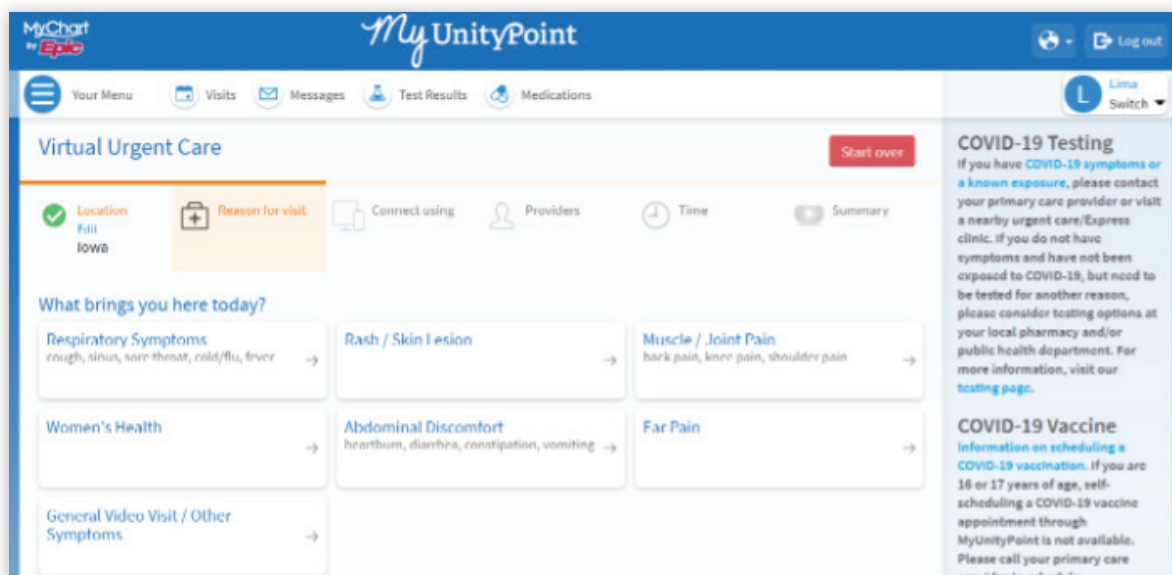


→ Select your state.

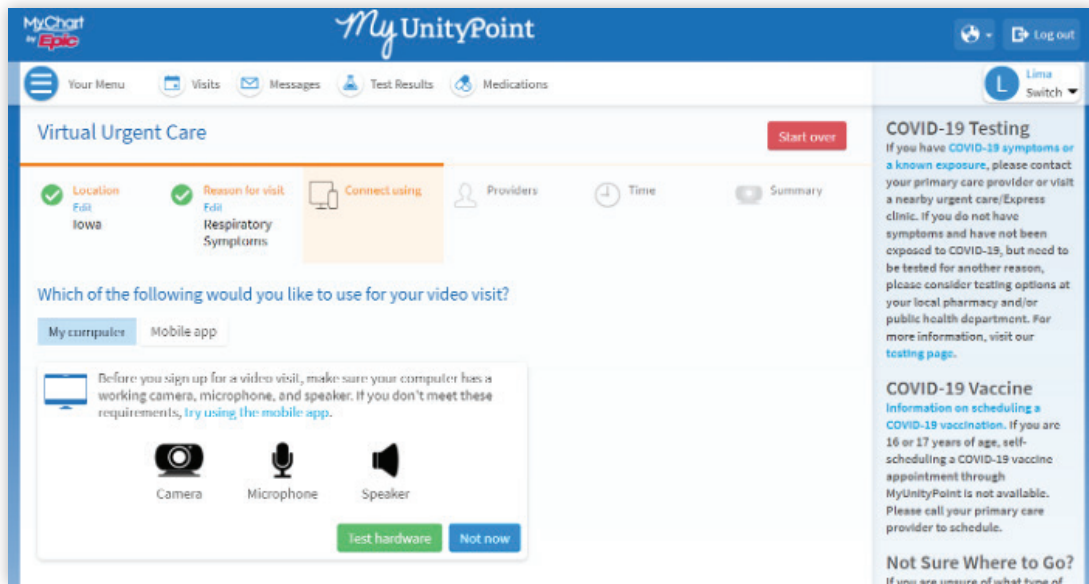
- At this time, we are only able to provide this service for patients located in Iowa and Illinois.

→ Select reason for visit.

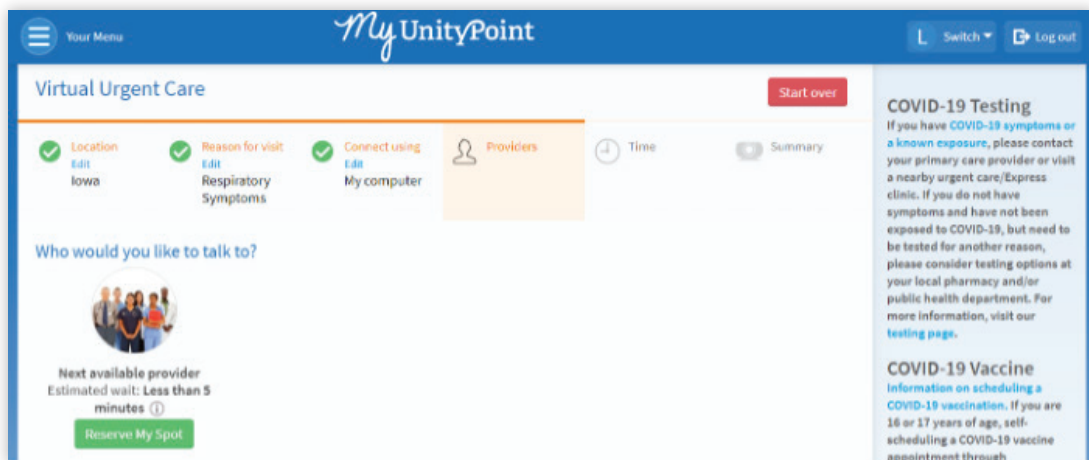
- If you don't see an option that fits your needs, virtual urgent care might not be the best care option for your specific situation.



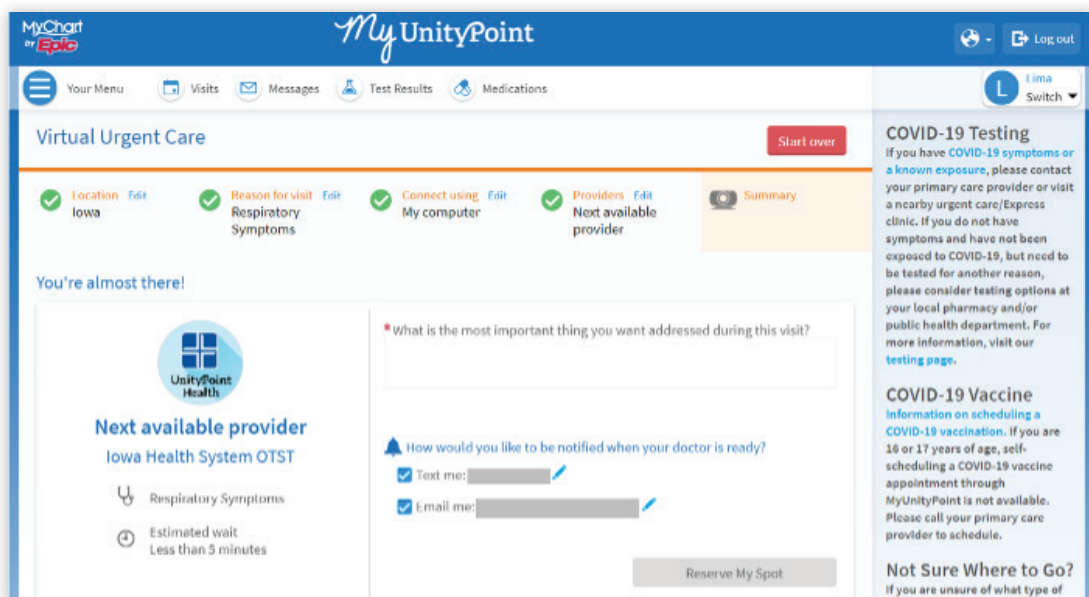
- ➔ Select if you will be accessing the virtual visit on a computer or mobile device.
  - Once selected, you can test your video and audio.



- ➔ Click "Reserve my Spot"



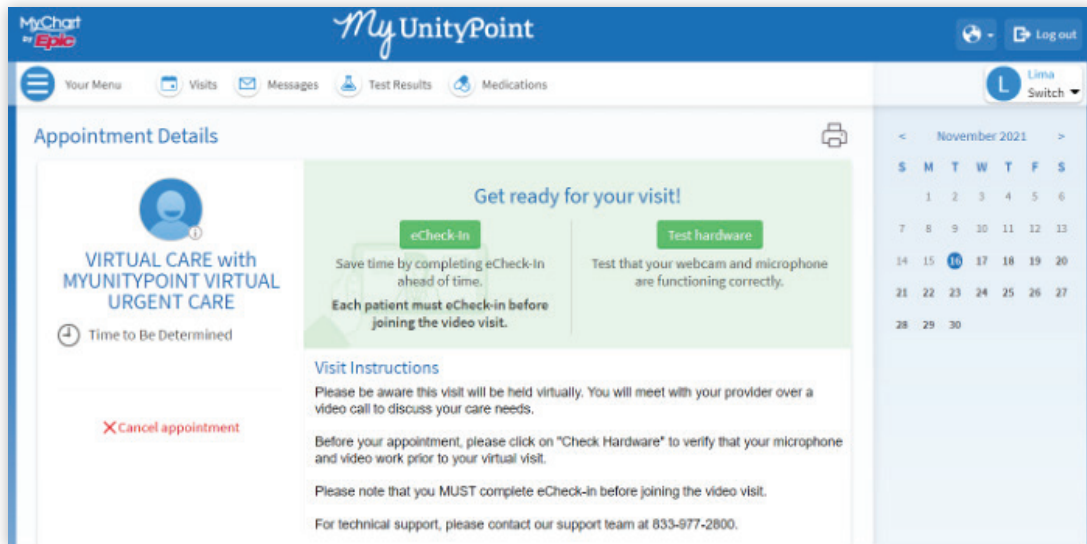
- ➔ Enter in what you would like to discuss at your upcoming virtual visit.
  - Select how you want to be contacted when ready.
  - **Please note:** If you update the contact information on this page, it will also edit the contact information in your patient record.



➔ Select "Reserve my Spot" once more.

➔ Complete eCheck-in.

- Patients accessing virtual urgent care **must** complete eCheck-in.
  - *\*If this visit is considered work-comp, choose "pay later" when you reach the payment page of eCheck-in.*
  - If you have accessed virtual urgent care in the past month, you may not be required to complete eCheck-in.
- You will not be able to join the video visit until eCheck-in is complete.



➔ Once you complete eCheck-in, click "Join video visit."

- Test hardware again.
- Click "Join Call."
- You can join the video visit at any time. However, there may still be a wait until a provider is available to see you.

