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 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.

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.

Click “Reserve my Spot”
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.