

## Platform Specific FAQs

**Q: What if the provider the patient wants to schedule with is not populating?**

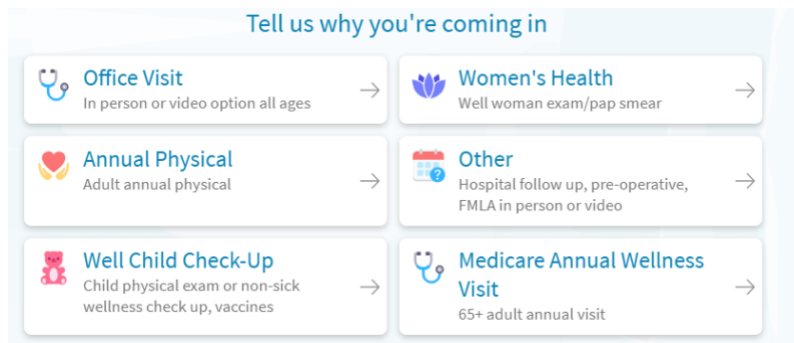
A: They may not have availability for the timeframe selected, adjust the dates further out to see what is available.

**Q: What type of visits can established patients schedule?**

A:


Title in MyChart	Description	Mode(s)	Visit Type Scheduled in Epic
Office Visit	In person or video option all ages	Both In Person and Video	Office Visit Short [1]
Annual Physical	Adult annual physical	Only In Person	Physical Exam [6]
Well Child Check	Child physical exam or non-sick wellness checkup, vaccines	Only In Person	Well Child Check [10]
Medicare Annual Wellness Visit	65+ adult annual visit	Only In Person	Medicare Wellness Visit [435]
Well Woman Visit	Well woman exam/pap smear	Only In Person	Women's Health Long [4]
Other	Hospital follow up, pre-operative, FMLA in person or video	Both In Person and Video	Office Visit Long [28]

The chart below shows how available visit options appear in MyChart for Direct Scheduling:




**Q: What happens if a patient tries to schedule a second medical appointment for the same day?**

A: The patient will not be able to schedule a second medical appointment for the same day. The patient will be presented with the following hard stop.

 You are unable to schedule this appointment because it looks too similar to an upcoming Office Visit on 10/28/2024.

[Start over](#)

If the patient tries to schedule a second medical appointment for a later date, the patient will be presented with the following yield warning.

 This looks similar to an upcoming appointment on 10/28/2024. Do you mean to schedule another Office Visit?

[Start over](#)

[Continue](#)