

## Platform Specific FAQs

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

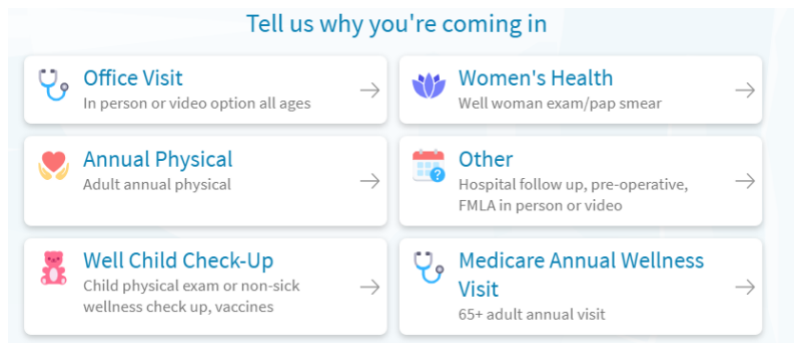
A: They may not have availability for the timeframe selected, adjust the dates further out to see what is available.

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

A:

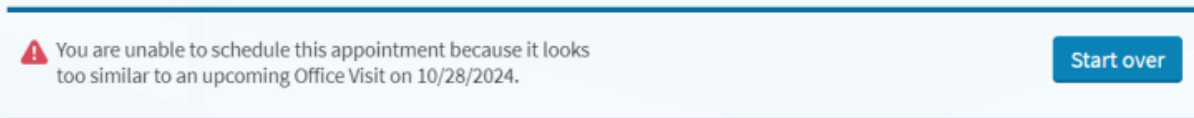
Title in MyChart	Description	Mode(s)	Visit Type Scheduled in Epic
Office Visit	In person or video option all ages	Both In Person and Video	Office Visit Short [1]
Annual Physical	Adult annual physical	Only In Person	Physical Exam [6]
Well Child Check	Child physical exam or non-sick wellness checkup, vaccines	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:

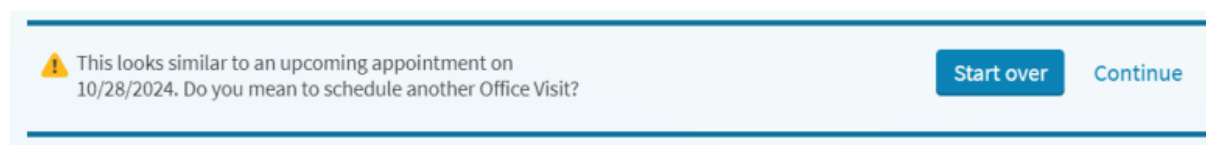


**Q: What happens if a patient tries to schedule a second medical appointment for the same day?**

A: The patient will not be able to schedule a second same visit type appointment for the same day (ex: Office visit and Office Visit). The patient will be presented with the following hard stop.



If the patient tries to schedule a second different visit type appointment for the same day (ex: Office visit and Annual Physical visit), the patient will be presented with the following yield warning.



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

