Eisenhower Urgent Care is now offering virtual visits (video visits) in an effort to increase access to health care. This means patients can receive quality medical care from the convenience of their own home. Appointment scheduling are available through MyChart for added convenience.

Urgent Care services through video visits will have the following limitations:

- Only available to adult patients over 18 years of age currently living in California (our providers are only licensed in the state of California)
- Hours of operation: 8 a.m. – noon, Monday – Thursday *only*
- Only available for the following symptoms:
  Cold and flu symptoms
  Painful/burning urination
  Seasonal allergies
  Toothache/earache
  Pink eye
  Sinus pain/pressure
  Medication refill (excluding narcotic pain medications and methadone)
  Certain skin conditions/rash
  Wound check (follow up visit)
  This list will be available during the MyChart telehealth sign-in process.

Insurance Information:

Eisenhower is only accepting in-network insurance for these visits. If you have received this communication in error, we apologize.

Eisenhower Urgent Care Video Visits are **NOT** available for patients with insurance providers listed below:

IEHP
Molina
Desert Oasis
EPMG
Medi-Cal – Covered California
Humana
No HMO plans *except* Kaiser Permanente

Video Visit Appointment Scheduling Process

1. Login to MyChart → select Menu → Schedule an Appointment
2. Select "Urgent Care Video Visit" button
3. You will be prompted to verify that you are 18 years of age or older and currently living in California. Answer these questions and select continue.
   You will be able to proceed only if both answers are "yes."
4. Once you have verified your age and that you will be in California during the time of the video visit, you will move on to the screen with information on appropriate symptoms for a video visit.
5. You will next be able to select an appointment time. Available appointments appear on the bottom half of the screen.
You may update your search date on the right.
6. Select the appointment time you wish to schedule.
8. Once completed, a screen will appear for you to add the reason for your visit.
9. Select "Schedule It."

If you wish to cancel your appointment from MyChart:
1. Login to MyChart → select Visits → Select your Video Visit Appointment
2. Select cancel appointment.
3. Select confirm cancellation.