



Don't put off that health visit any longer! **MyReid** makes it easy to schedule appointments. Take out the guesswork to balance calendars with provider availability. Connect with **MyReid** for multiple appointments options to fit your schedule.

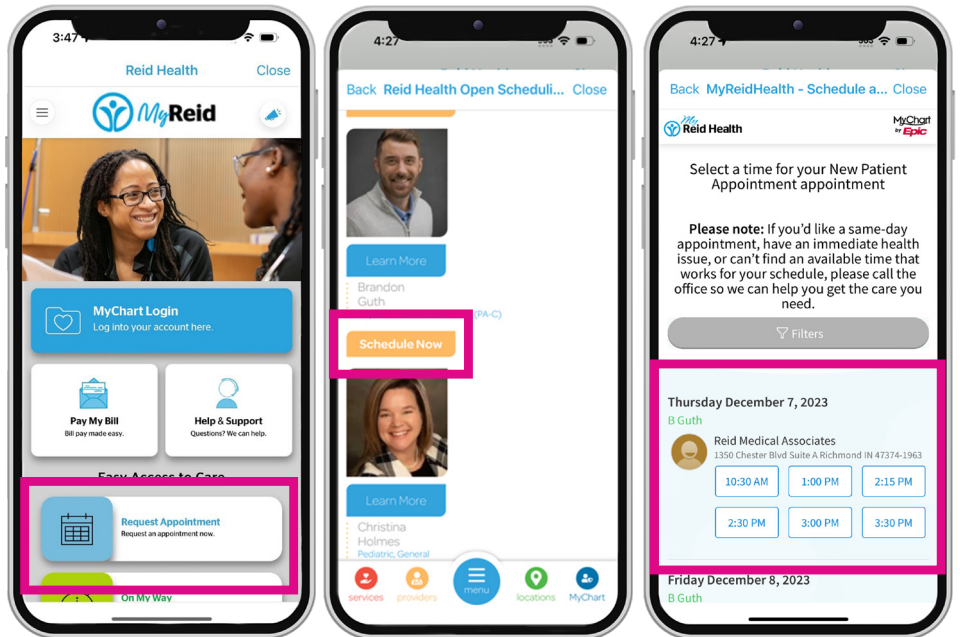
Scheduling

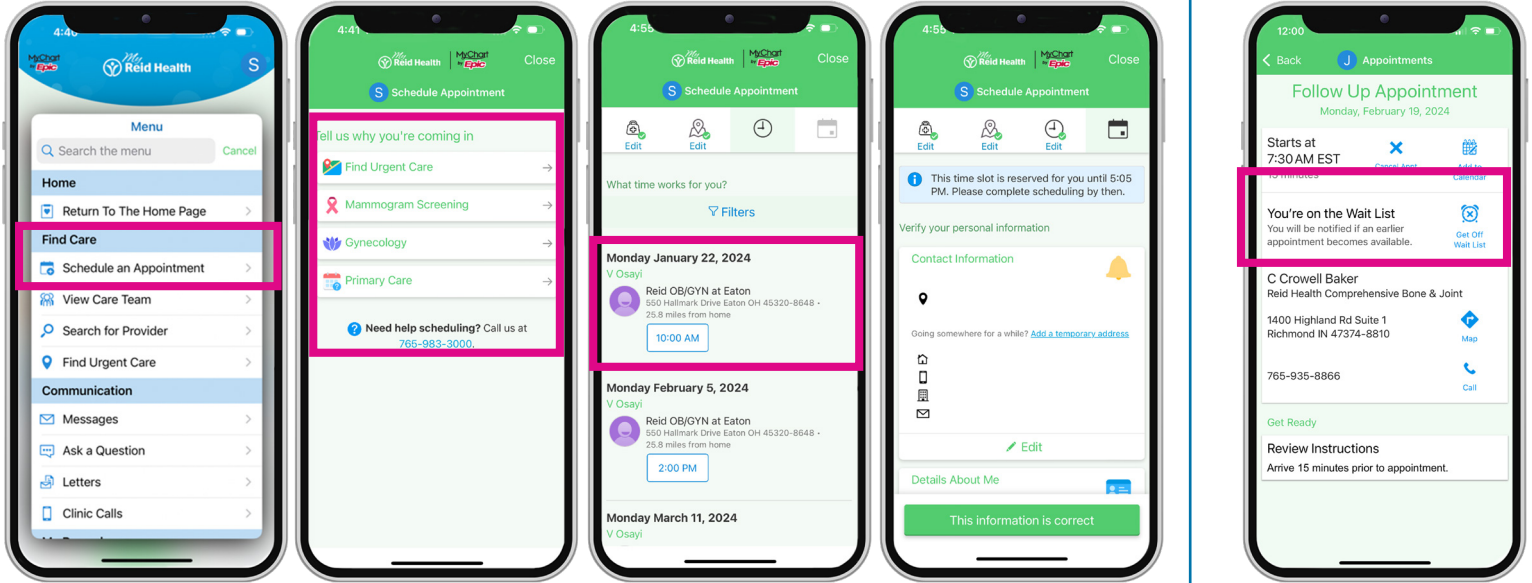
New patients - Open Scheduling

You don't have to be a current Reid Health patient or even have a **MyReid** account to schedule an appointment with one of our providers. **Open Scheduling** allows you to view available appointments by provider, location, and specialty.

If you're a current Reid Health patient but need to schedule an appointment with a provider you haven't had a visit with in the past three years, you can use **Open Scheduling** to make a request.

- If your appointment doesn't require a referral, you can complete the process.
- If your appointment does require a referral, you'll be directed to Consumer Contact Center for additional assistance.





Current patients - Direct Scheduling

Patients can request appointments with a provider directly if they've had a visit with that provider within the past three years. Direct scheduling allows you to make appointments from your phone without having to make a call.

To schedule:

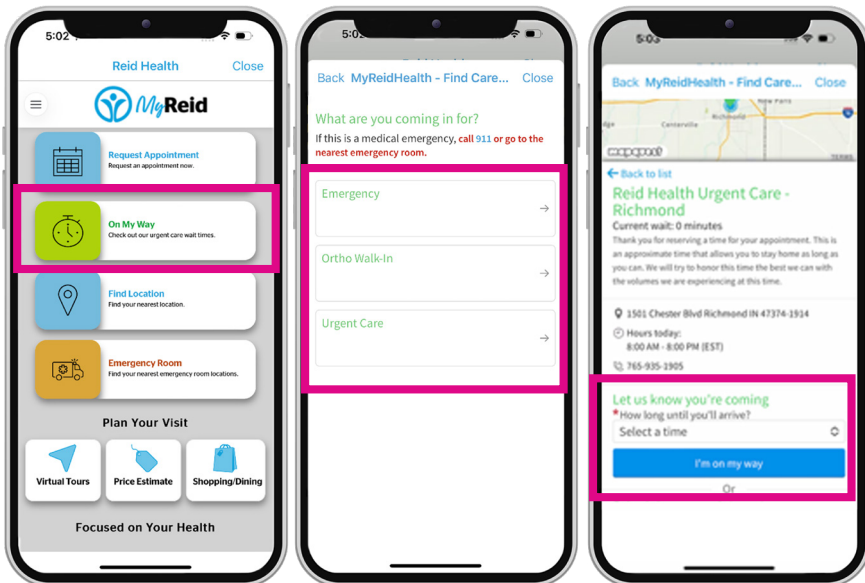
1. Under “**Find Care**” in the menu, select “**Schedule an Appointment.**”
2. On the “**Tell us why you're coming in**” screen you can select the category of provider you'd like to see.
3. You'll be asked to answer a few

questions to help make sure you're scheduling an appointment with the correct provider (ex: Do you wish to see your current provider or a new provider? Is your visit regarding a new issue or a current issue?).

4. Select where you'd like to receive care. *(Note: For follow-up visits, you'll have the option to select video or in-office for your visit.)*
5. Select a time that works best for your schedule.
6. Confirm your appointment.

Fast Pass

If you've signed up for the first available appointment or are on a wait list but you'd like to be seen sooner, you can select the “**Fast Pass**” option. When you do, you'll receive a mobile notification if an earlier appointment becomes available. You will have a maximum of eight hours to respond to the notification.



On My Way for Urgent Care visits

All Reid Urgent Cares, including Ortho Walk-in NOW, offer the option to reserve an appointment spot so you don't have to wait for care. You can also see current wait times to prepare for your visit.

- To access, visit “**On My Way**” in the **MyReid** app to select your visit type.
- Select the location where you'd like to receive care and see the current wait time.
- Let the office know when you'll arrive and select “**I'm on my way.**”