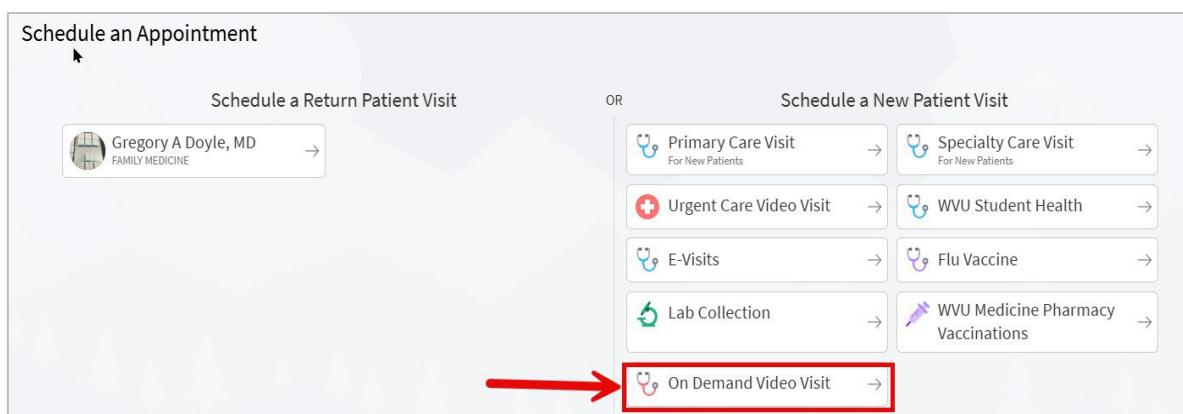
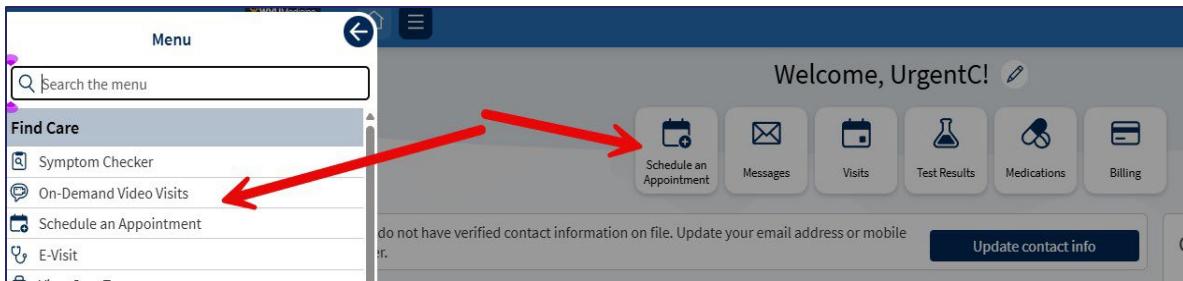


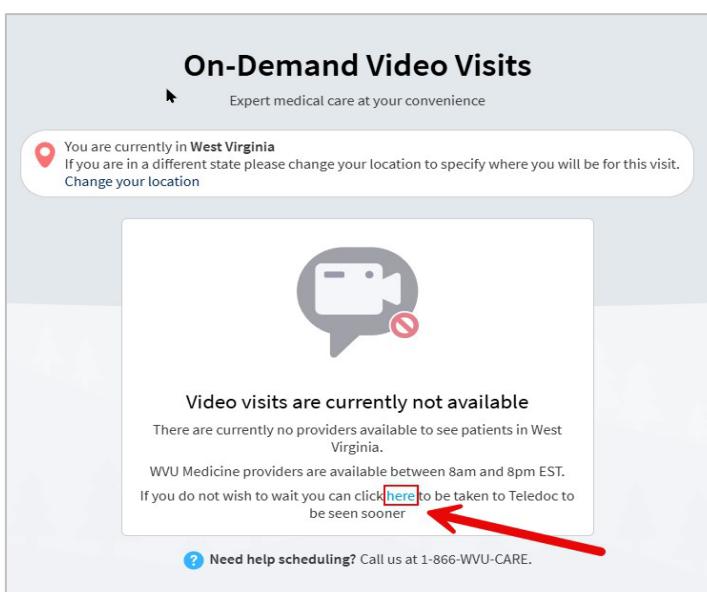


## Virtual Urgent Care: Tip Sheet

- On-Demand video visits are accessible from the menu or by going to "Schedule an Appointment"



- Urgent care On-Demand Video Visits are available from 8am – 8pm EST to be seen by a WVU Medicine provider. If you are trying to request a visit outside of those hours and do not wish to wait to be seen during those times you can click the link to be taken to Teledoc to be seen by one of their providers.



- If the state you are currently in is *not* correct – click change your location and select the appropriate state. Choose a reason for visit by selecting “put me in line” on the symptom that best describes your condition.

**On-Demand Video Visits**  
Expert medical care at your convenience

You are currently in West Virginia  
If you are in a different state please change your location to specify where you will be for this visit.  
Change your location

 <b>Cold Sore</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>	 <b>Cough</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>	 <b>Ear Pain</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>
 <b>Environmental allergies</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>	 <b>Eye discharge</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>	 <b>Fever</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>
 <b>Nausea, Vomiting, Diarrhea</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>	 <b>Muscle injury</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>	 <b>Rash</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>
 <b>Sore Throat</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>	 <b>Runny nose, Congestion, Sinus pain</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>	 <b>Pain with urination</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>
 <b>Vaginal Discharge/Irritation</b> Estimated cost: Not available See next available provider Estimated wait: 10 minutes <a href="#">Put me in line</a>		

 **Need help scheduling?** Call us at 1-866-WVU-CARE.

**When should I use On-Demand Video Visits?**  
On-Demand Video Visits can be used for minor issues, like:  

- Minor cold or flu symptoms
- Mild rashes or skin irritations
- Other minor concerns

On-Demand Video Visits should not be used for severe symptoms, like:  

- Severe chest pain
- Difficulty breathing or shortness of breath
- Any other symptom that feels life threatening or requires immediate medical attention

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- **Please note:** If you select a state that we do not have a licensed provider in that state to treat you, and you would still like to be seen, then you can click the link and be taken to Teledoc and be seen by one of their providers.

**On-Demand Video Visits**  
Expert medical care at your convenience

You are currently in Texas  
If you are in a different state please change your location to specify where you will be for this visit.  
Change your location



**Video visits are not available**

There are no providers available to see patients in Texas.

If you would still like to be seen click [here](#) to be taken to Teledoc to be seen by one of their providers

 **Need help scheduling?** Call us at 1-866-WVU-CARE.

- Enter information as to the reason for your visit and select how you would like to be notified when the doctor is ready to see you. Then click "Complete".

Review visit information

In case of emergency, call 911.

WVU Medicine

Next available provider

West Virginia University Healthcare

Sore Throat

You are joining from West Virginia

Estimated wait: Wait time not available

Estimated cost: Not available

\* Reason for visit:   
Comments  
type your reason for visit

\* Indicates a required field.

How would you like to be contacted about this visit?  
Select at least one method of contact. This includes a notification when your doctor is ready.

Text me: 555-555-5555

Email me: myemail@test.com

Complete

- Click "Prepare to join" to complete e-check in steps so the provider is aware you are ready for the visit. **These steps must be completed before the provider will be able to see you.** Ensure you specify a pharmacy for any prescriptions that may be prescribed during the visit.

Appointment Details

It's time for your video visit!  
We still need some information from you before you can join.

Prepare to join

Ret On Demand with Urgent Care Provider

This is a video visit

You are expected to be seen around 1:45 PM EST

Manage who will participate in this video visit  
[View and invite participants](#)

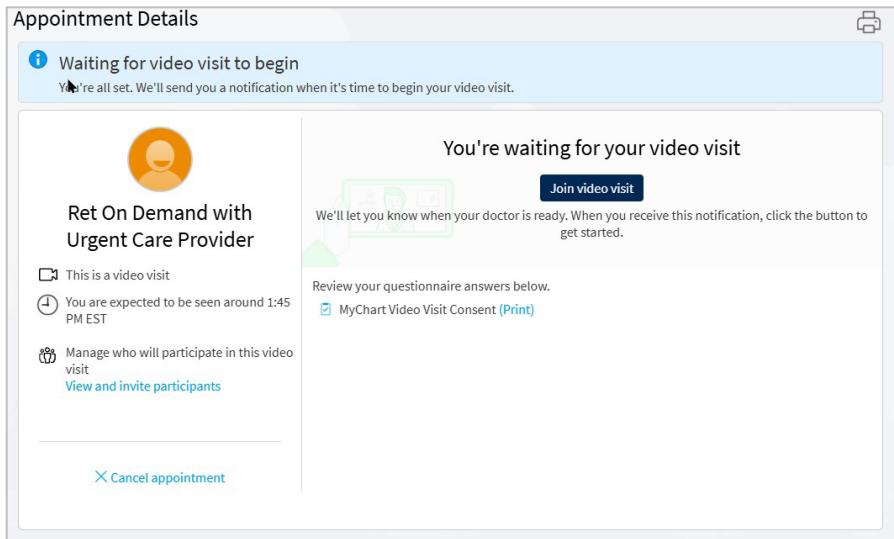
[Cancel appointment](#)

It's time for your video visit!  
Join video visit  
When you're ready for your visit, you'll be able to start your video visit with the button.

Back to Appointments and Visits

- After e-check in is complete you will be ready to join your video visit once you are notified the provider is ready to see you. You do not need to stay

logged in MyChart and wait; you will be notified by the method you requested that the provider is ready to see you.



- After you are notified if you can click "Join visit" either from the home screen tile or from visits. Ensure that you allow camera and microphone access when joining the video visit. You will be placed in the waiting room to wait for the provider to join.

