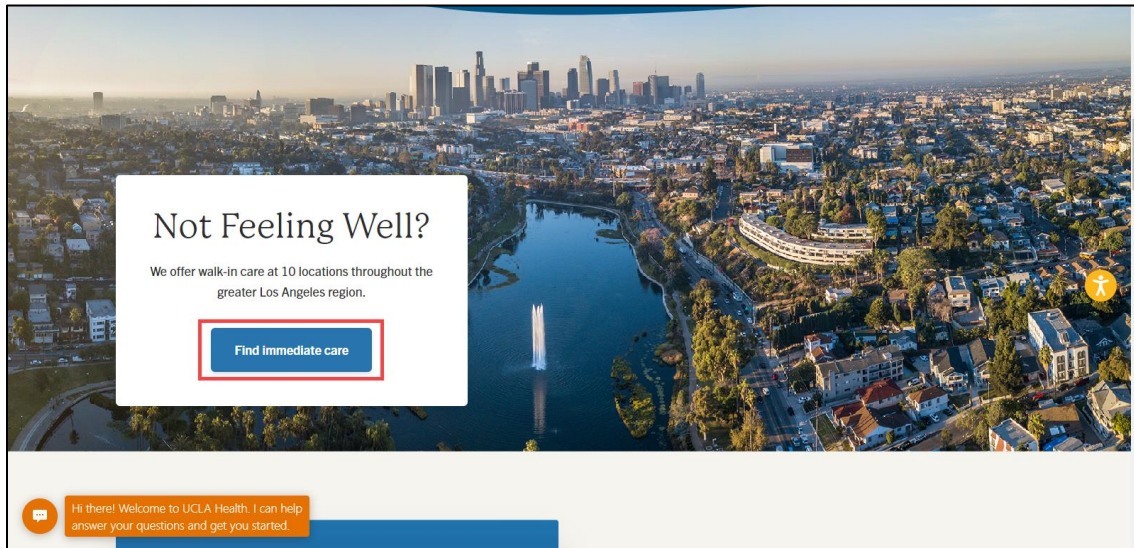


# How to Request a by Proxy Immediate Care Video Visit

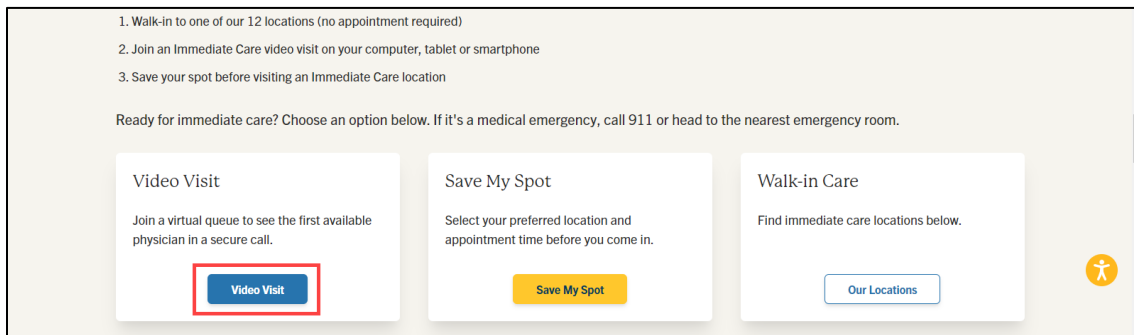
This tip sheet describes how a patient can request an on-demand video visit for a patient other than oneself.

## Request and Schedule Appointment

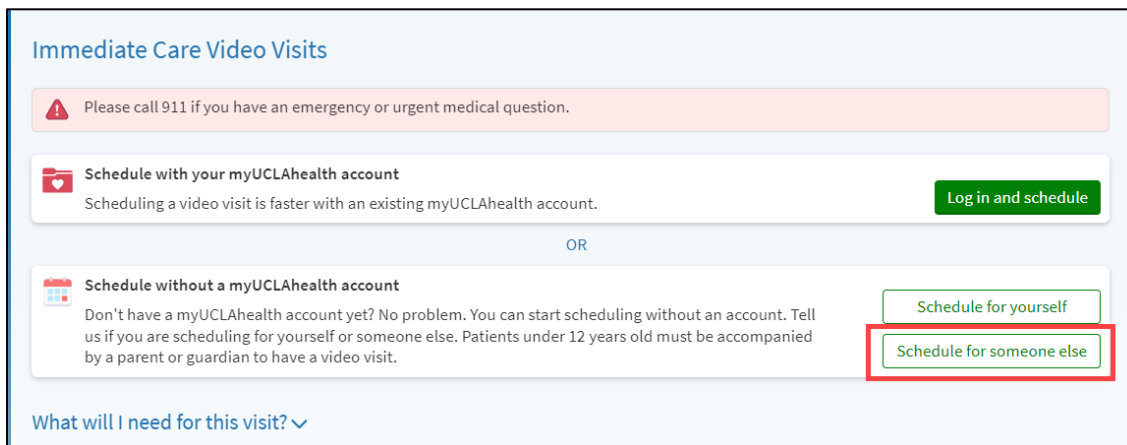
1. From the UCLAHealth website, scroll down and click on **Find immediate care**.



2. Scroll down and click **Video Visit**.



3. Click **Schedule for someone else**.



4. **Confirm** your country and state.

Location Reason for visit Providers Time Review

Where are you currently located?

Due to regulations, our doctors are only able to care for patients residing in California. If you are living in another state, please seek out local medical care.

Select a Location

Country: United States of America \* State or territory: California

Confirm

5. Click **General urgent care symptoms**.

Location Edit California Reason for visit Providers Time Review

What brings you here today?

General urgent care symptoms →

6. Select **Put me in line** for the next available provider, or **Schedule** or **More times** to schedule an appointment time.

Location Edit California Reason for visit Edit General urgent care symptoms Providers Time Review

Who would you like to talk to?

Next available provider: Physician Family Medicine, MD Available at 4:45 PM

Put me in line Schedule More times

7. Review the appointment time and date, and click **Continue**.

Location [Edit](#)  
 California

Reason for visit [Edit](#)  
 General urgent care symptoms

Providers [Edit](#)  
 Physician Family Medicine, MD

[Review](#)

**Review your selections**

Physician Family Medicine, MD  
 General urgent care symptoms  
 Monday January 23, 2023  
 4:45 PM

Click the Continue button if everything looks correct.

**Continue**

8. Complete all mandatory fields (fields with an asterisk) with patient information.

**Patient Information**

Patient details     Tell us about yourself

First, we need to collect some information about the patient. If you have any questions, please contact us at (855) 364-7052.

\* Indicates a required field

**Name**

\* First name     Middle name     \* Last name

**Address**

\* Country  
 United States of America

\* Street Address

\* City     \* State     \* ZIP

County

**Other Information**

\* Date of birth

Home phone     \* Mobile phone

\* Legal Sex  
 Female    Male    Unknown    X

Medical record number

Last four digits of SSN

\* Email address     \* Verify email address

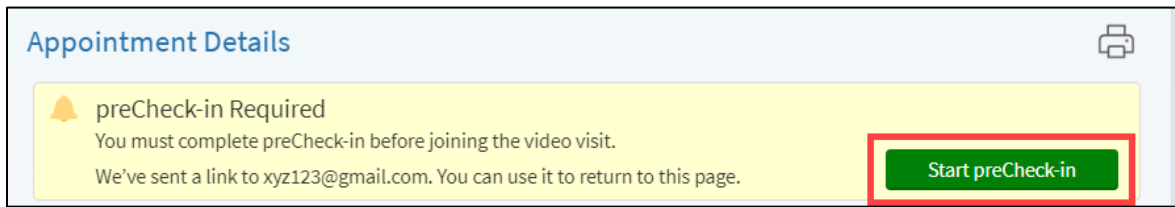
9. Click **Next**.
10. Complete all mandatory fields with your information.
11. Click **I'm not a robot** and answer the image questions.
12. Click **Submit**.

13. Enter a reason for the visit.
14. You can choose how you receive notifications (text, email, or both).
15. Click **Schedule**.

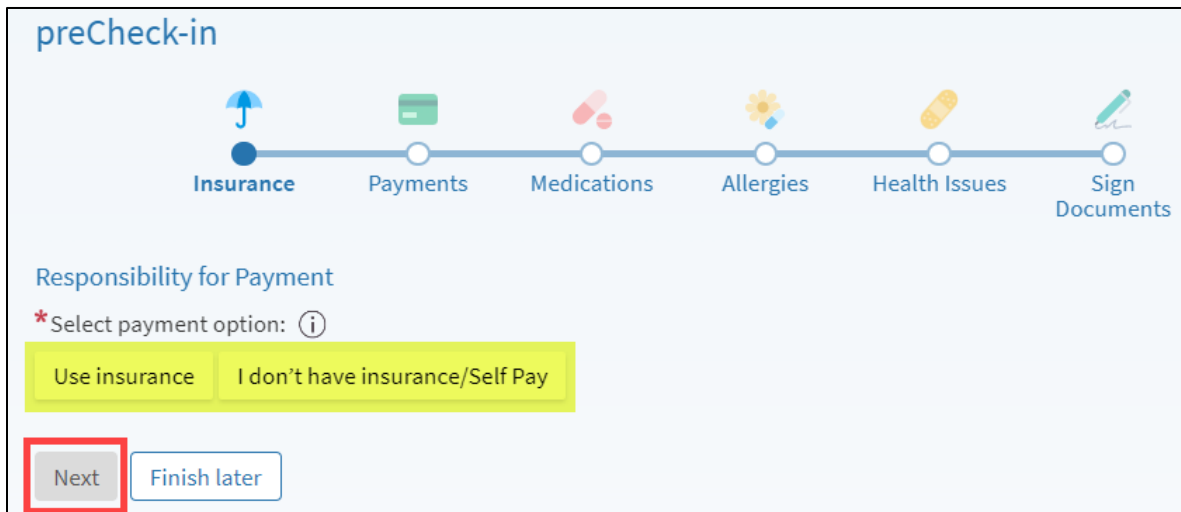
You have created an appointment. The next section will take you through the precheck-in process.

## Steps for Precheck-in

1. Click **Start preCheck-in**.

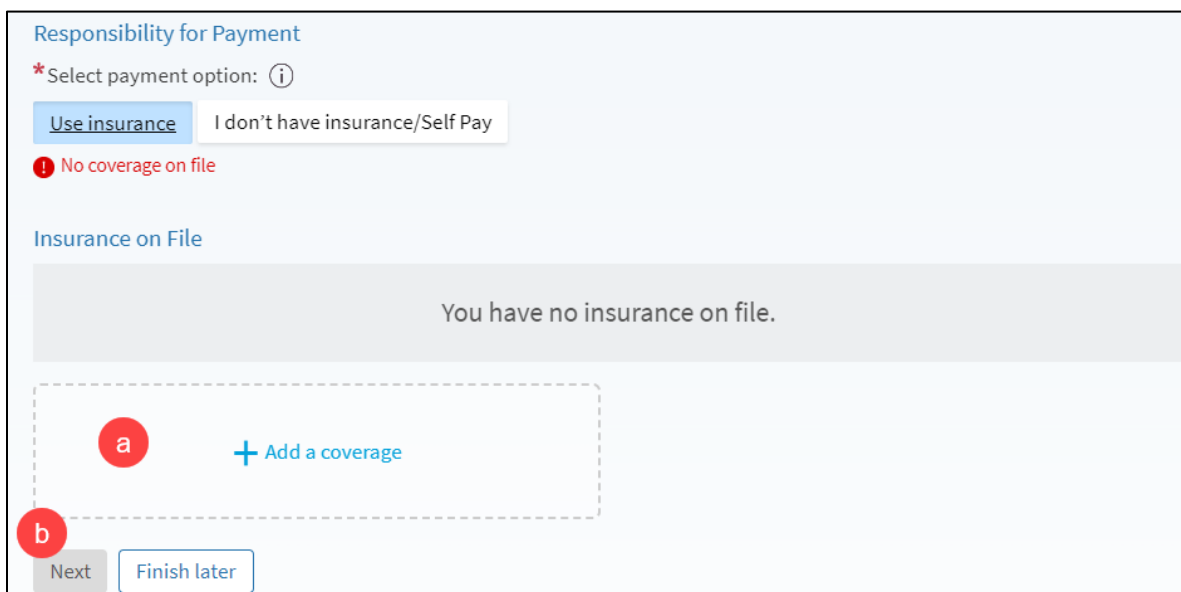


2. Select a payment option, and click **Next**.



The following shows steps if you select the **Use insurance** option and have no coverage on file:

- a. Click **Add a coverage**.
- b. Click **Next**.



- c. Add your insurance, click **Submit**, and click **Next**.
- d. Enter your insurance information.

**Add a coverage**

Choose your insurance provider. If your insurance provider is not listed choose "Other".

\* Indicates a required field

\* Insurance

Member Number

\* Is the patient, [redacted], the policy holder for this insurance?

Yes  No

**Subscriber Information**

Subscriber First Name

\* Subscriber Last Name

Subscriber Date of Birth

Subscriber Number

- e. After a short wait, your insurance will appear under a Pending Review status.

**Pending Review**

**Blue Shield of California** Added

Subscriber Name  Subscriber Number

- f. Click **Next**.

- 3. You'll see the cost of the visit. Click **Next**.

**Payment for This Visit**

**Prepay**

This is the amount you must pay before the visit.

Amount due

Total amount you'll pay:

4. Enter payment information, and click **Submit**.

How do you want to pay?

Enter payment information

Indicates a required field

CREDIT CARD    CHECKING/SAVINGS ACCOUNT

Name on card

Card number

Expiration date

mm / yyyy

Security code

Save for future use

**SUBMIT**


5. On the payment confirmation screen, click **Next**.

✓ Your payment has been processed successfully!

We sent a confirmation to xyz123@gmail.com.

Date: 1/23/2023      Authorization code: OK6200

Payment amount      Payment method

**\$187.00**       Test x4444

\$187.00 Prepay

**Next**    Back    Finish later

6. You will now be asked to report any medications, allergies, or health issues. After completing each section, click **Next**.

preCheck-in

Insurance    Payments    **Medications**    Allergies    Health Issues    Sign Documents

Current Medications

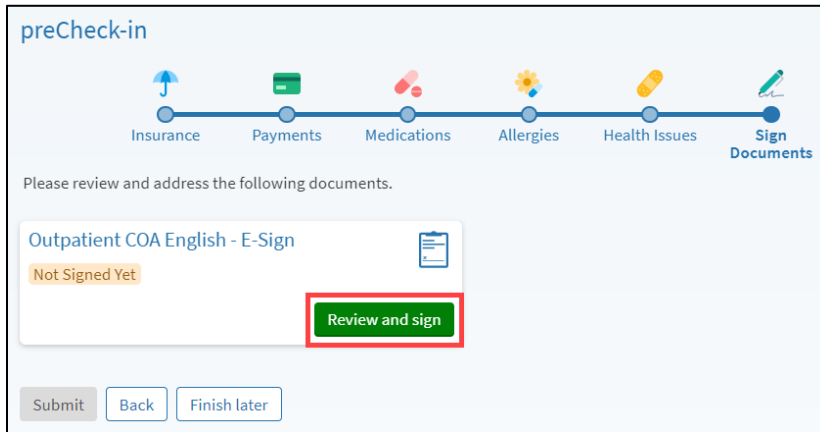
Please review your medications and verify that the list is up to date. **Call 911 if you have an emergency.**

You have no medications on file.

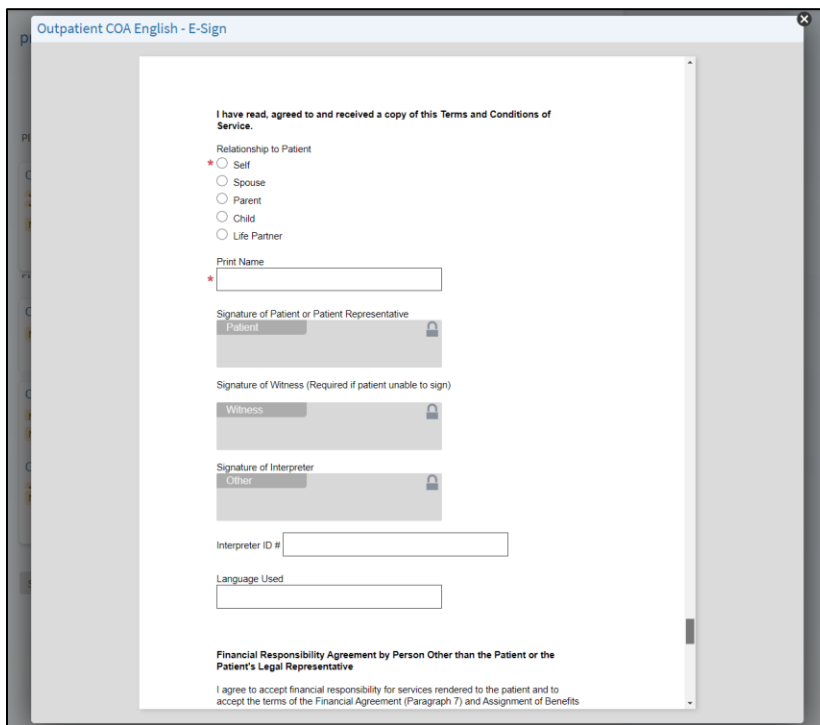
**+ Report a medication**

**Next**    Back    Finish later

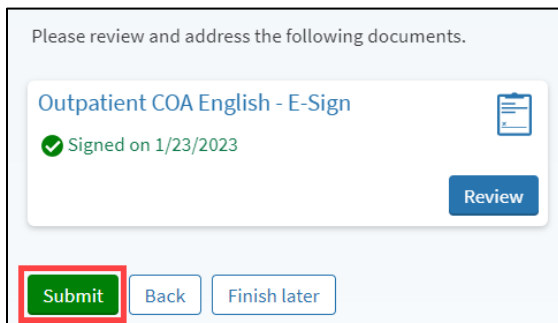
7. You will be asked to review and sign the Outpatient COA form. Click **Review and sign**.



8. Scroll down to review the document, answer the mandatory questions, and sign the document.




9. You will see confirmation that you have signed the document. Click **Submit**.







The patient is ready to join the video visit. When it is time for the appointment, click **Join video visit**.


### Appointment Details

 **Ready to begin video visit**  
We're ready for you! Begin the video visit, and your provider will be with you shortly.  
We've sent a link to xyz123@gmail.com. You can use it to return to this page.



**Immediate Care Video Visit with Physician Family Medicine**


 This is a video visit

 Monday January 23, 2023  
4:45 PM PST  
[Add to calendar](#)

**It's time to start your video visit!**

**Join video visit**

When you are ready to talk to your doctor, click the button to begin.

You have paid the  prepay.  
You've completed all payments!

#### Visit Instructions

Please join by at least 5 minutes beforehand. Your physician will make every effort to join on time but please stay connected if they are not right at your scheduled time. If they have not joined within 10 minutes of the appointment, please feel free to call their office for an update.