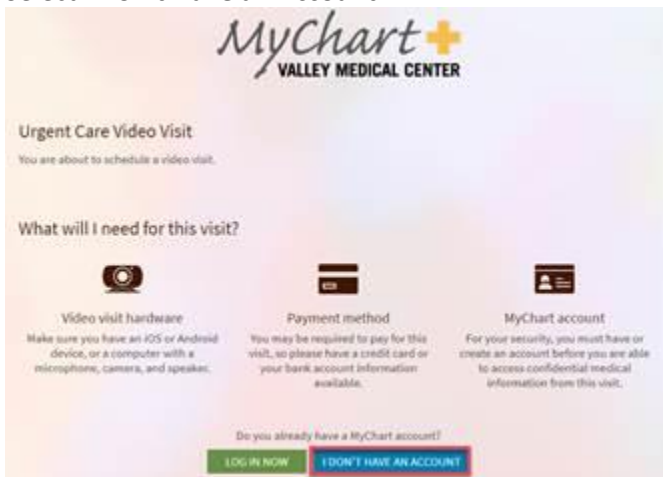


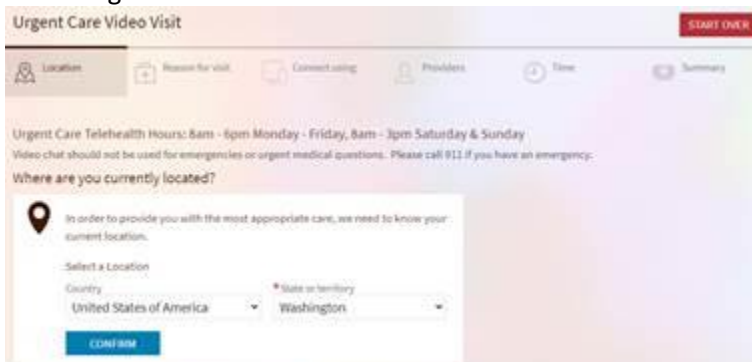
## For New Patients & Those Without a Valley MyChart Account: How to Request an On Demand Video Visit

1. Click the Urgent Care Video Visit link for new patients from the [VMC Urgent Care website](#).
2. Select **I Don't Have an Account**.



3. Confirm your location. Telehealth visits are currently only available for patients in Washington state.

Note: Urgent Care Video Visit Hours: 8 AM – 7:30 PM Mon – Fri; 8 AM – 3:30 PM Sat/Sun.



4. Select your reason for visit.

Note: Requests for medication refills or pain medications require an in-person office visit.

The screenshot shows the 'Urgent Care Video Visit' interface. At the top, there are navigation tabs: 'Location' (Washington), 'Reason for visit' (selected), 'Providers', 'Time', and 'Log in or sign up'. Below the tabs, a note states: 'Please note that requests for medication refills or pain medication will require an in-person office visit.' The main section is titled 'What brings you here today?' and contains a grid of symptom options: Allergic Reaction, Fever, Insect Bite, Joint Pain, Muscle Pain, Nausea, Pink Eye, Rash, Small Wounds, Sore Throat, STD Testing, and Upper Respiratory Tract Infection. A 'Urinary Tract Infection' option is located below the grid.

5. Select **Put Me in Line**.

The screenshot shows the 'Urgent Care Video Visit' interface. The navigation tabs are: 'Location' (Washington), 'Reason for visit' (Fever), 'Providers' (selected), 'Time', and 'Log in or sign up'. The main section is titled 'Who would you like to talk to?' and features a circular image of a group of people. Below the image, it says 'Next available provider' and 'Estimated wait: Less than 5 minutes (?)'. A green button labeled 'PUT ME IN LINE' is positioned at the bottom of this section.

6. Select **Sign Up**.

The screenshot shows the 'Urgent Care Video Visit' interface. The navigation tabs are: 'Location' (Washington), 'Reason for visit' (Fever), 'Providers' (Next available provider), and 'Log in or sign up' (selected). The main section is titled 'Does This Look Right?' and contains a summary of the visit details: 'Next available provider', 'Fever', 'Estimated wait: Less than 5 minutes', and 'Estimated cost without insurance: \$194.60'. To the right, a message states 'You must log in or create an account to schedule the visit.' Below this message are two buttons: 'LOG IN' (green) and 'SIGN UP' (blue). At the bottom, there is a red button labeled 'START OVER' and a note: 'Select a step to make changes or click below to start over.'

7. Sign up for a MyChart account by completing the required information.

\* Indicates a required field

**Name**

\* First name  Middle name  Last name

**Address**

\* Address information is required.

\* Country

\* Street Address

\* City  State  ZIP

County


**Other Information**

8. Optional security feature: Set up **Two-Step Verification**.

**Set Up Two-Step Verification**

Step 2 of 7

Two-step verification allows us to keep your account secure even if somebody knows your password. From now on, when you log in to a computer we don't recognize we will ask you for a verification code. This will help make sure only you have access to your account.



[CONTINUE](#) [CANCEL AND LOG OUT](#)

Though we don't recommend it, you can turn off two-step verification by clicking the link below.  
[Turn off two-step verification](#)

9. Select a **MyChart username** and **password**.

**Please choose a Username & Password**

Step 2 of 3

All fields are required.  
Please choose your MyChart Username and password.

**MyChart Username**  
Create a MyChart Username. It cannot be changed, so think of one that is secure and easy to remember.

Username may consist of a-z, 0-9, and . \_ , or @

**Password**  
Create a password. Your password must be different than your MyChart Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).

Eight characters or more, case sensitive

**Retype Password**

[NEXT](#)

10. Set your **email notification settings**.

Step 3 of 3

### Enable E-mail Notifications?

When new information is available (such as test results or messages), we will send a notification message to your Internet e-mail address.

Yes  No

### E-mail Address

Your e-mail address will be used for alerts only. We will not share your e-mail address with anyone.

Example: chris@company.com

### Retype E-mail Address

11. Review the Terms and Conditions of Use, select **Accept**.

### TERMS AND CONDITIONS OF USE

UW Medicine Valley Medical Center ("VMC") is pleased to offer you access to your medical information via a web-based version of our computer systems called MyChart. To request an account, submit a MyChart Consent Form to your Provider's office, indicating you have read this "Terms and Conditions of Use."

The decision to place your medical and billing records online through MyChart is subject to the following legally binding terms and conditions. By accessing and using MyChart, you agree to be bound by the provisions of these notices, terms and conditions. VMC reserves the right to modify these terms and conditions at any time. Unless you cancel your election to use MyChart after notification of any modification to these Terms and Conditions of Use, you will be bound by such modifications. The Terms and Conditions of Use is the controlling document with respect to the mutual agreement between VMC and the user of MyChart. No other written or oral communication shall supersede or amend this document.

I understand that this authorization may cover disclosure of information relating to billing, alcohol or drug abuse, genetic testing, psychiatric care and/or confidential STD and HIV related information. In the event the medical information described below includes any of these types of information, I specifically authorize release of such information via MyChart. I also understand that I have the right to cancel this release of information through MyChart at any time.

Please do not show this page next time

12. Add in what you want addressed during the visit and confirm your email address. Select **Schedule**.

### Urgent Care Video Visit

You're almost there!

#### Next available provider

- Fever
- Estimated wait: Less than 5 minutes
- Estimated cost without insurance: \$194.00

\*What is the most important thing you want addressed during this visit?

Worsening fever and headache

How would you like to be notified when your doctor is ready?

Email me: