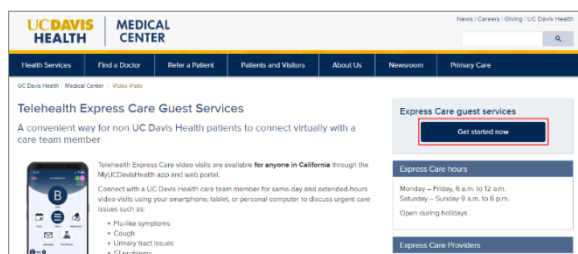


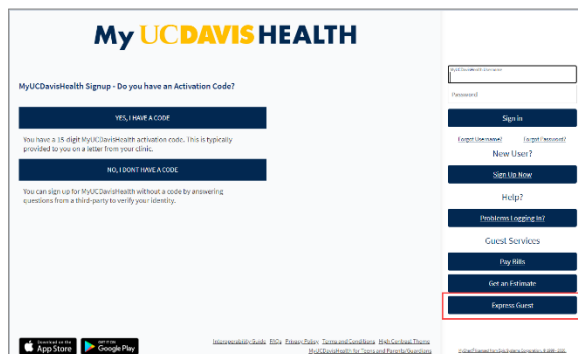
A convenient way for anyone in your care to connect you virtually with a UC Davis Health doctor.

Proxy users will only have access to medical information about the appointment they are making. To schedule an Express Care guest proxy video visit for someone else, please follow the instructions below.

1. Visit ucdavis.health/express-care-guest-services and click get started now on the righthand sidebar.



2. Click **Express Guest** located at the bottom of the righthand sidebar.



3. Click **I don't have an account** at the bottom of the screen.



4. You will then be prompted to confirm your location. Express Care guest patients must be located in California.

The screenshot shows the 'MyUCDAVISHEALTH' Express Care interface. The 'Location' tab is selected. A warning message states: 'Express Care is not for emergencies. Symptoms which may indicate an emergency include: chest pain, difficulty breathing, sudden numbness or weakness, vision loss, trouble speaking, severe headache, active bleeding.' It then asks 'Where are you currently located?' and provides a form to 'Select a Location'. The 'Country' dropdown is set to 'United States of America' and the 'State or territory' dropdown is set to 'California'. A 'Confirm' button is at the bottom.

5. Select a reason for the visit.

The screenshot shows the 'MyUCDAVISHEALTH' Express Care interface with the 'Reason for visit' tab selected. It asks 'What brings you here today?' and displays a grid of symptom categories with arrows for selection: 'Abdominal Pain/ diarrhea/ vomiting', 'Back/ joint pain', 'Cough/ throat pain', 'Ear/ nose/ throat problem', 'Eye problem', 'Fever/ flu/ COVID-19 symptoms', 'Rash/ skin condition', 'Urinary symptoms', and 'Other - Non-emergency'.

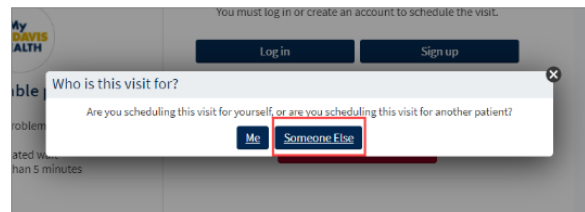
6. Our system will give you an estimated wait time. To move forward, click **proceed**.

The screenshot shows the 'MyUCDAVISHEALTH' Express Care interface with the 'Providers' tab selected. It asks 'Who would you like to talk to?' and displays a 'Next available provider' with an 'Estimated wait: Less than 5 minutes'. A 'Proceed' button is at the bottom.

7. If the Express Care guest proxy already has a MyUCDavisHealth account, click **log in**. If the Express Care guest proxy does not have a MyUCDavisHealth account, you must click **sign up** in order to schedule a visit.

The screenshot shows the 'MyUCDAVISHEALTH' Express Care interface with the 'Providers' tab selected. It asks 'Does This Look Right?' and displays the 'Next available provider' with an 'Estimated wait: Less than 5 minutes'. Below this, it says 'You must log in or create an account to schedule the visit.' and provides 'Log in' and 'Sign up' buttons. A 'Start over' button is also visible.

8. After you click sign up, a “*who is this visit for?*” window will pop up, click **someone else**.



9. You will then complete the **patient details** form. If the patient is a current UC Davis Health patient, please include their medical record number if you know it.

A screenshot of the "My UC DAVIS HEALTH" Patient Information form. The form is titled "Patient Information" and has a progress bar with "Patient details" and "Tell us about yourself". Below the progress bar, there is a section for "Name" with fields for "First name", "Middle name", and "Last name". There is a section for "Address" with a dropdown for "Country" (set to "UNITED STATES"), a text field for "Street Address", and dropdowns for "City", "State", and "ZIP". There is a section for "Other Information" with a text field for "Date of birth" and text fields for "Email address" and "Verify email address".

10. You will then complete the **your information** form. Once done, click submit.

A screenshot of a form titled "Your Information". It contains a paragraph of text: "By clicking the Submit button below, I am confirming that I am either the patient's parent/guardian/conservator and therefore have the authority to consent to treatment for the patient, or I have authorization from the patient's parent/guardian/conservator to consent to treatment for the patient." Below the text are two buttons: "Start over" and "Submit".

11. Select text or email as your notification preference(s).

A screenshot of the "MyChart by Apple" Express Care form. The form is titled "Express Care" and has a sub-header "You're almost there!". It contains a section for "Next available provider" with a "My UC DAVIS HEALTH" logo and text: "Eye problem", "Estimated wait", "Less than 5 minutes". There is a section for "What is the most important thing you want addressed during this visit?" with a text field containing "Possible pink eye". There is a section for "How would you like to be notified about this visit?" with text: "This may include a link to access the visit, notifications when the provider is ready, and a followup after the visit." Below this are two checkboxes: "Text me" and "Email me", both of which are checked. At the bottom are two buttons: "Put Me In Line" and "Cancel".

12. You will be prompted to make a prepayment of \$79 if the patient is new to UC Davis Health. Click **make prepayment**. For established patients, the proxy user will have the option to make a prepayment to pay the patient's copay.

The screenshot shows the 'Appointment Details' page on the MyChart UC Davis Health portal. The page is titled 'Appointment Scheduled' and provides information about the upcoming appointment. A section titled 'Get ready for your visit!' contains a 'Make prepayment' button, which is highlighted. The prepayment amount is listed as \$79.00. The page also includes a 'Check in' button and a 'Test hardware' button. The 'Make prepayment' button is located in the 'Get ready for your visit!' section, which also includes a 'Check in' button and a 'Test hardware' button. The 'Make prepayment' button is highlighted in blue.

13. Select the \$79 amount and click **pay \$79.00**.

The screenshot shows the 'Payment' page on the MyChart UC Davis Health portal. The page is titled 'Payment' and contains a 'Prepay' section. The 'Prepay' section has a radio button selected for '\$79.00 (Amount due)'. Below this, there is a 'Pay \$79.00' button and a 'Cancel' button. The 'Pay \$79.00' button is highlighted in blue.

14. Enter your payment information and click **submit**.

The screenshot shows the 'Payment' page on the MyChart UC Davis Health portal. The page is titled 'Payment' and contains a section titled 'Enter payment information'. This section includes fields for 'Name on card', 'Card number', 'Expiration date', and 'Security code'. There is also a checkbox for 'Save for future use'. A 'Submit' button is located at the bottom of the form. The 'Submit' button is highlighted in green.

15. You will see that your payment has been successful. To return back to the scheduled visit, click ***back to visit details***.

The screenshot shows the 'Visit Payment' confirmation page on the MyChart UC Davis Health portal. It features a green checkmark icon and the text 'Your payment has been processed successfully!'. Below this, it states 'We sent a receipt to [redacted] and [redacted]'. The date is listed as 7/22/2021, and the authorization code is OK7321. A table shows the payment details: Payment amount of \$79.00, Remaining prepay of \$0.00, and Payment method of \$79.00 Prepay. A 'Back to Visit Details' button is located at the bottom right.

Payment amount	Remaining prepay	Payment method
\$79.00	\$0.00	
\$79.00 Prepay	\$79.00 paid	

16. On the appointment details page, click ***begin video visit*** to connect with a doctor.

The screenshot shows the 'Appointment Details' page on the MyChart UC Davis Health portal. It features the CDavisHEALTH logo and the text 'Express Care with EXPRESS CARE PROVIDER'. A clock icon indicates 'Time to Be Determined'. A yellow box on the right contains the text 'Get ready for your visit!' and 'Begin Video Visit' button. Below the yellow box, there are links for 'Answer and print appointment questionnaires' and 'Visit Instructions'. The 'Begin Video Visit' button is highlighted with a red box.

Get ready for your visit!

Begin Video Visit

[Answer and print appointment questionnaires](#)

Visit Instructions

For technical support or questions call our help line at 916-783-4881 (4381) option 1.

You have been added to the waitlist to see the next available provider. You will be notified by phone or email when your provider is ready. If you would like to wait in the UC Davis Health virtual waiting room, click **Begin Video Visit**, and a care team member will join you shortly.

Prior to joining: Click the **Check-In** button above to keep your contact information, insurance, and clinical information up to date, answer questionnaires, and make any applicable payments.

To join your visit: Click the **Begin Video Visit** button to connect to the video visit.

The video visit will launch and place you into the UC Davis Health virtual waiting room. If you see "Waiting for others to join", please remain in the room, the provider will be joining a shortly.

For more information and step-by-step instructions, please visit our [Telehealth Express Care page](#).