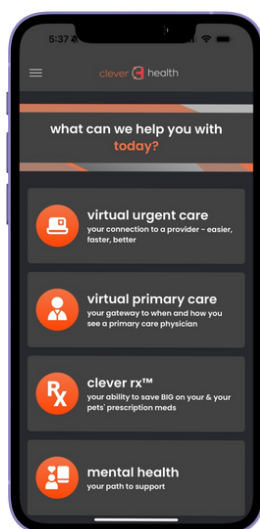
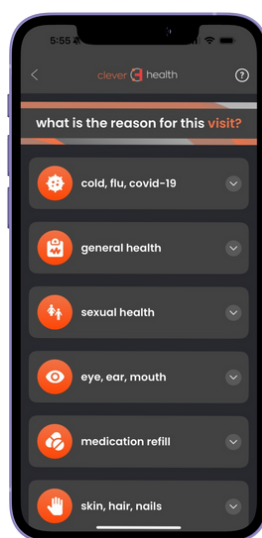


clever health **step-by-step guide:****Virtual Urgent Care Visit****1**

select 'virtual urgent care' then select who the care is for

**2**

choose the reason for your visit

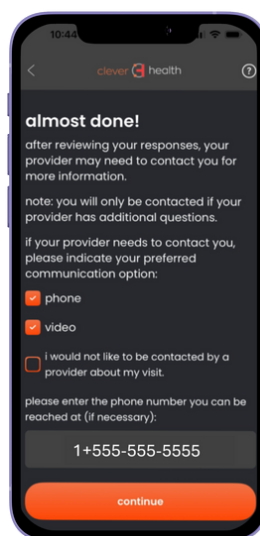


Q: what if I don't see a reason that matches my needs or symptoms?

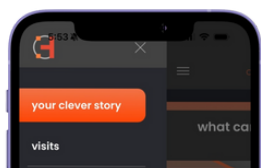
A: scroll to the bottom of the screen and click 'can't find what you're looking for'. choose one of the following: 'connect to a doctor' or 'start a general purpose visit'.

3

complete the questionnaire, **click** 'continue' to enter the waiting room

**4**

receive in app + email notification when treatment plan is ready, **click** 'view provider response' under 'visits'



Q: what if I have a question for the provider about my treatment plan?

A: scroll to the bottom of the treatment plan and click the 'follow up' button. this button is available for 24 hours.

5

if your treatment plan includes a prescription you will be prompted to electronically submit it to the pharmacy of your choice

Q: what if I leave the app before my treatment plan is available?

A: you will be notified via email when your treatment plan is ready.

Q: what if my pharmacy is not displayed?

A: if your pharmacy is not displayed you will not be able to electronically send an RX there. however, the member happiness team can verbally call it in for you. just click on the 'support' button in your app or call 855-583-2009.