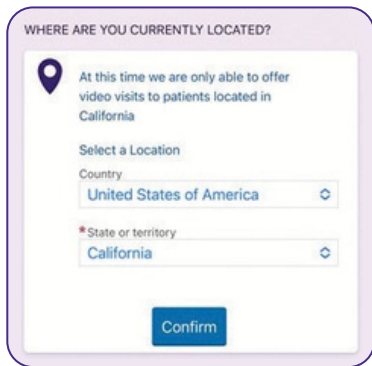


Schedule a 24/7 On-Demand Video Visit

Step 1: Log into your MemorialCare myChart account. From the drop-down menu, select 24/7 On-Demand Video Visit.

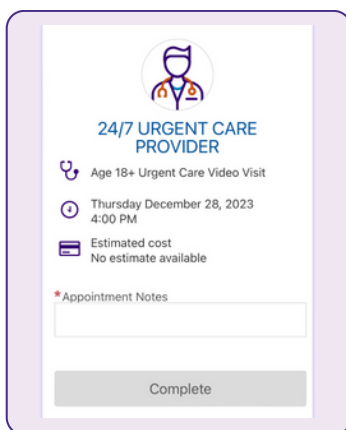


Step 2: You must be in the state of California at the time of your visit. Select Confirm.

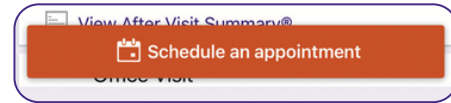


Step 3: Select Age 18+ Urgent Care Video Visit or Age 0-17 Urgent Care Video Visit option.

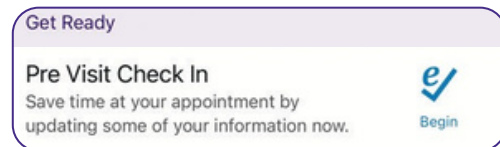
Step 4: Schedule with our 24/7 urgent care provider or a primary care provider.



Step 5: Type in your reason for the visit and tap the Schedule an appointment button.



Step 6: Begin Pre-Visit Check-In process by clicking on the eCheck-In icon.



Step 7: A MemorialCare team member from the On-Demand Virtual Urgent Care team will reach out to you via text or telephone to confirm your configuration.

Step 8: When it is time to join your visit, you can tap on the Begin Visit button on your home screen. You will then enter the waiting room where your provider will meet you for your visit.

