

MemorialCare Virtual Clinic – Patient Instruction

MemorialCare is excited to provide you with this MemorialCare virtual visit powered by TytoCare.

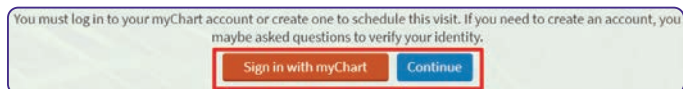
Schedule a MemorialCare On-Demand Video Visit

Step 1: If you do not have a myChart account, sign up at mymemorialcare.memorialcare.org/mychart/SignUp or scan the QR code below.



Step 2: Navigate to the on-demand scheduling page at mymemorialcare.memorialcare.org/mychart/AnonymousTelehealth.

Step 3: At the bottom of the page, log in to your MemorialCare myChart account or tap **Continue**.



Step 4: Enter the location details and select **Confirm**.
You must be located in the state of California at the time of your visit.

Where are you currently located?

At this time we are only able to offer video visits to patients located in California

Select a Location

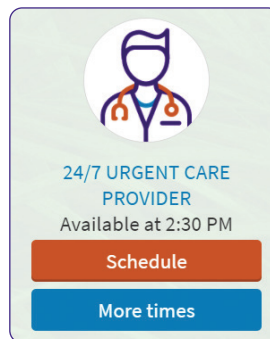
Country: United States of America | State or territory: California

Confirm

Step 5: Select **Age 18+ TytoCare Video Visit**.

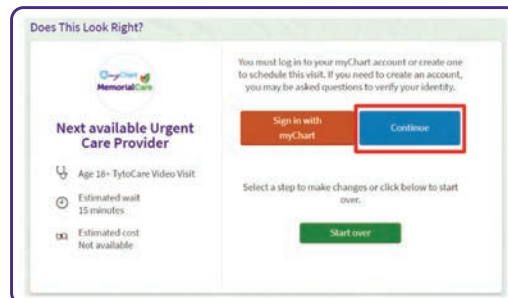


Step 6: Search for the 24/7 Urgent Care Provider and tap **Schedule** for next available appointment or tap **More times** to schedule a future appointment.



If you didn't sign in to your myChart account earlier, you will be prompted to do so now by selecting **Sign in with myChart**.

If you do not have a myChart account, you will need to select **Continue** and select **Me** when the pop-up asks who you're scheduling an appointment for.



Who is this visit for?

Are you scheduling this visit for yourself, or are you scheduling this visit for another patient?

Me | Someone Else

You will be taken to the myChart sign-up page where you will enter your demographics and verify your identity.

If you're having problems with creating a myChart account, you can call our team members by dialing **(657) 241-4444** option 2, or text them at **(657) 241-4444**. They will call you to collect demographics and set you up for myChart.

Step 7: Briefly describe in a few words your reason for the visit then tap the **Schedule** button.

Step 8: You will get **Appointment Details** confirming your visit.

⚠️ Complete the pre-visit check-in process prior to your MemorialCare Virtual Clinic appointment. A MemorialCare team member from the on-demand virtual urgent care will text you 15 minutes prior to initiate the rooming process. Please respond to the team member with an ETA to the designated MemorialCare Virtual Clinic room.

Step 9: The team member will start the rooming process and you will need to sign in to your myChart account from the MemorialCare Virtual Clinic kiosk to launch the visit.

To launch the visit from your myChart home page, click on the **Begin Visit** button.

Then click on the **Begin video visit** button.

Agree to the medical consent by clicking the check box and selecting **Accept and Continue**.

You will be placed in the waiting room until a provider connects.



Assistance with myChart account setup
 Phone: (657) 241-4444, option 2
 Text: (657) 241-4444

Schedule a MemorialCare TytoCare visit
 Monday – Friday, 8 a.m. – 5 p.m.
 Phone: (657) 241-4444, option 1
 Text: (657) 241-4444

Virtual health ambassadors
 Monday – Friday, 8 a.m. – 5 p.m.
 Email: virtualhealth@memorialcare.org
 Phone: (657) 241-4444, option 2
 Text: (657) 241-4444

TytoCare 24/7 support
 Phone: (866) 971-8986