

Request or Schedule an Appointment – Health Link

Process to schedule or request an appointment with a Heritage Valley Provider via Health Link Patient Portal

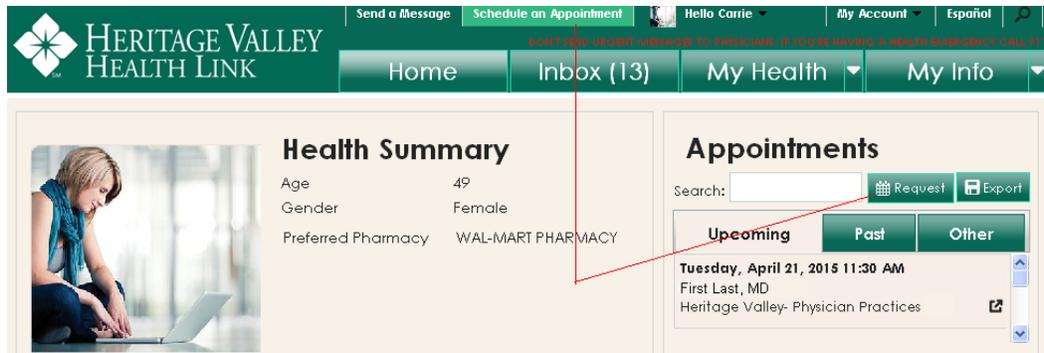
Please read before proceeding:

- **Request an Appointment** – When you request an appointment you are sending a message to your provider's office requesting to be added to the office schedule. The office staff will either schedule you for an appointment or reply back to your request stating alternative dates and times. You are not scheduled with the office for an appointment until the staff has reviewed and replied to your request. Your schedule request will be answered by your provider's office within **2 business days**.
- **Schedule an Appointment** - When you schedule an appointment you are creating and confirming an appointment date and time with your provider's office schedule. When you submit the scheduled appointment it will automatically be add to the schedule as if you had called or visited the office to schedule an appointment. You are responsible for either making the appointment date and time or cancelling the appointment within your provider's office guidelines for appointment cancelations. If your provider charges for missed appointments you will be responsible for this charge.
- **Cancel an Appointment** - When you cancel an existing appointment you are sending a message to your provider's office requesting to be removed from the office schedule. The office staff will review the request and reply back to your request for cancelation. Your appointment is not canceled until the staff has reviewed and replied to your request. Your schedule request will be answered by your provider's office within **2 business days**. You are responsible for cancelling the appointment within your provider's office guidelines for appointment cancelations. If your provider charges for missed appointments you will be responsible for this charge.
- **Reschedule an Appointment** - When you reschedule an existing appointment you are sending a message to your provider's office requesting to be rescheduled on the office schedule. The office staff will either reschedule you for a new appointment or reply back to your request stating alternative dates and times. Your appointment is not canceled and rescheduled until the staff has reviewed and replied to your request. Your schedule request will be answered by your provider's office within **2 business days**. You are responsible for cancelling and rescheduling the appointment within your provider's office guidelines for appointment cancelations and rescheduling. If your provider charges for missed appointments you will be responsible for this charge.

Request an Appointment

Login to Health Link Patient Portal

- 1) To request an appointment please select Schedule an Appointment from the Health Link Menu or select Request in the Appointments section of your Home screen. If either option is missing or grayed out than your providers do not currently offer Request an Appointment.



- 2) Fill out the Request an Appointment form:

Schedule an Appointment ✕

Appointment With

Organization

Heritage Valley- Physician Practices

1

Provider

First Last, MD

2

Appointment Type

Request an Appointment

3

Reason For Appointment

4

Characters used: 0 / 250

Appointments may or may not be available within the time slots you have provided.

When Do You Want An Appointment? ⓘ

5

First Available

Mon
 Tues
 Wed
 Thurs
 Fri

Anytime

Add This Time Slot

6

Add This Time Slot

Comments

7

Characters used: 0 / 250

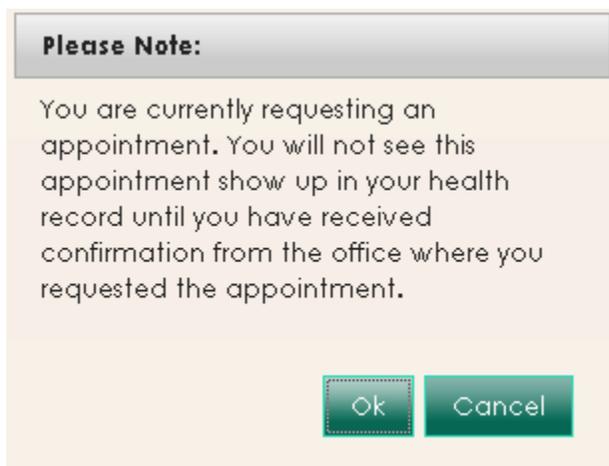
8

Submit

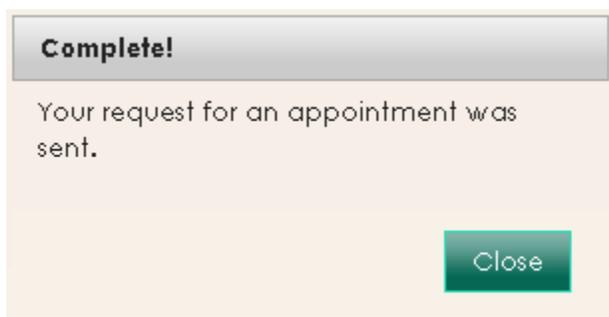
Cancel

- 1) In the **Organization** field, select **Heritage Valley – Physician Practices**
- 2) In the **Provider** field, select the name of the provider you want to request an appointment with. Only providers you have seen in the past will be available for selection.
- 3) In the **Appointment Type** field, select **Request an Appointment**
- 4) In the **Reason For Appointment** field, type in a short message for the reason for the request.
- 5) Select the criteria you would like to use for when you want your appointment to be scheduled. Select when, day of week, and times you will be available.
- 6) When you have your criteria set for when you would like the appointment select **Add This Time Slot** button to add the timeframe to your request.
- 7) In the Comments field you can add further comments or information for your request.
- 8) Select the Submit button to send your request to your provider’s office.

- 3) Select the Submit button to send your request to the selected provider's office. You will receive a message stating "Please Note" Please remember, When you request an appointment you are sending a message to your provider's office requesting to be added to the office schedule. The office staff will either schedule you for an appointment or reply back to your request stating alternative dates and times. You are not scheduled with the office for an appointment until the staff has reviewed and replied to your request. Your schedule request will be answered by your provider's office within 2 business days.



- 4) Select OK on the message to complete the request. If you select Cancel the request will not be sent. When the message has sent you will receive a message stating



- **Important** - Please make sure to check your response message from your provider's office or your appointment list to make sure the appointment you requested has been scheduled. This message will also allow the staff to give you instructions for the appointment or if there are further steps required prior to receiving an appointment. When your provider's office has replied to your message you will receive a notification message in your contact email. You will then login to Health Link to view your message in your Health Link Inbox.

Schedule an Appointment

- 1) To request an appointment please select Schedule an Appointment from the Health Link Menu. If this option is missing than your providers do not currently offer Schedule an Appointment.



- 2) Fill out the Schedule an Appointment form:

Schedule an Appointment

Appointment With

Organization
 Heritage Valley- Physician Practices 1

Provider
 First Last, MD 2

Appointment Type
 Book Appointment 3

View Appointments After

Select A Date: 4/20/2015 4

April 2015

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | | |

Reason For Appointment 7

Characters used: 0 / 40

Available Appointments

Please Click 'Search'

Please click 'Search' to find an available appointment slot for this date or choose a different date. 6

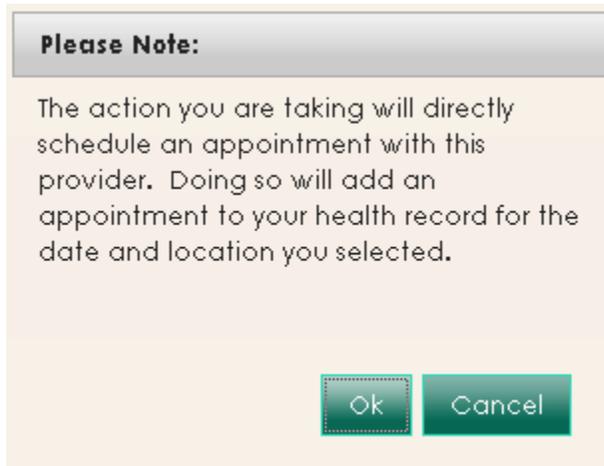
5 Search

8 Submit Cancel

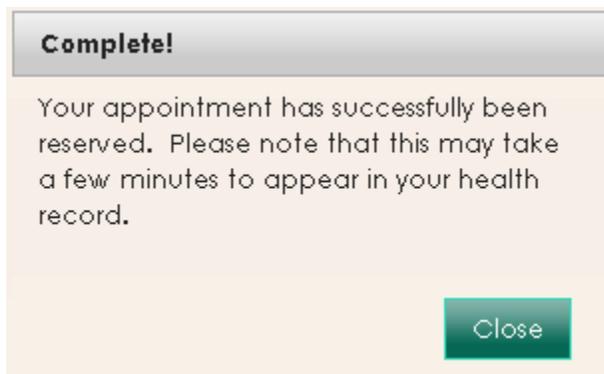
- 1) In the **Organization** field, select **Heritage Valley – Physician Practices**
- 2) In the **Provider** field, select the name of the provider you want to schedule an appointment with. Only providers you have seen in the past will be available for selection.
- 3) In the **Appointment Type** field, select **Book Appointment @@@** (@@@ = Office Name)
- 4) Select the date you would like to schedule your appointment on.
- 5) Select the Search button to query times available for the date you selected. If no appointment times list, please select another day in step 4.
- 6) Select and highlight a date and time in the search result list for the appointment time you would like to schedule.
- 7) In the **Reason For Appointment** field, type in a short message for the reason for scheduling the appointment.
- 8) Select the Submit button to complete the appointment schedule to your provider's office.

Please review the Provider Instructions field for specific instructions from the provider you have selected.

- 3) Select the Submit button to schedule your appointment with your provider. You will receive a message stating "Please Note" Please remember, When you schedule an appointment you are creating and confirming an appointment date and time with your provider's office schedule. When you submit the scheduled appointment it will automatically be add to the schedule as if you had called or visited the office to schedule an appointment. You are responsible for either making the appointment date and time or cancelling the appointment within your provider's office guidelines for appointment cancelations. If your provider charges for missed appointments you will be responsible for this charge.



- 4) Select OK on the message to complete the appointment schedule. If you select Cancel the appointment will not be sent. When the message has sent you will receive a message stating "Complete".



- **Important** - Please make sure to check your response message from your provider's office or your appointment list to make sure the appointment you requested has been scheduled. This message will also allow the staff to give you instructions for the appointment or if there are further steps required prior to receiving an appointment. When your provider's office has replied to your message you will receive a notification message in your contact email. You will then login to Health Link to view your message in your Health Link Inbox.