

## ER Express Online Check-in FAQs

### **What is online check-in?**

Online check-in is a new system that may decrease the time your family spends waiting at emergency/urgent care centers.

### **How does online check-in work?**

You select a time of your choice to let our staff know when you're coming. This allows you or your loved one to wait somewhere more comfortable until the check-in time.

### **If I'm a new patient, do I need to provide more information?**

Yes, please bring a valid photo ID and your insurance card (if applicable), and arrive early to complete any necessary paperwork. If you are able to bring your records from any previous primary care providers, please do. If not, we will help facilitate that process when you arrive.

### **My insurance requires prior authorization. Can I still use online check in?**

We recommend working with your insurance company regarding any possible prior authorization requirements before using online check in.

### **When should I arrive for my confirmed time?**

Please arrive no earlier than 30 minutes before your reservation time. We will not be able to see you before your reserved time.

### **Is my reservation time a guarantee?**

No, it is not. The ER/urgent care will do its best to see when you arrive, but if there are sicker patients ahead of you, they may be seen first.

### **Can I use online check-in even if I do not have insurance? What about Medicare or Medicaid?**

Online check-in is free for everyone. It does not matter what insurance you have or whether you do not have any.

**Can I make one reservation for multiple people?**

No. We can only see one patient per time slot. If more than one person needs to be seen, please reserve additional slots. You can view additional times by clicking on the blue drop down bar.

**When I arrive, will I see a doctor right away?**

You will be seen by a healthcare professional who will evaluate your condition and decide on the best course of action for you. You may be seen by a nurse, physician, physician assistant, or some other combination of healthcare professionals.

**What if I make a reservation, and then start feeling a lot worse?**

If you are feeling worse, do NOT wait for your reservation. Go to the nearest emergency room immediately. If you feel that your condition is 'life threatening', call 911 right away.

**What happens if I'm late?**

There is a 15 minute grace period. If you are later than that time frame, you may lose your spot in line.

**I made a reservation, but now I cannot get there on time. Can I adjust my time?**

Simply go online and make a new reservation. The system will automatically cancel your old one.

**I don't need to go to the urgent care/ER anymore. How do I cancel my reservation?**

Call the facility where you checked in and tell them that you are canceling your online check-in spot.

**Are walk-ins still allowed without checking in?**

Yes! Walk-ins are always welcome.