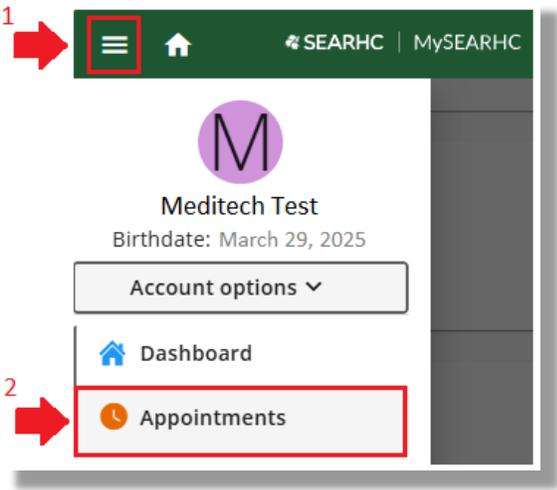
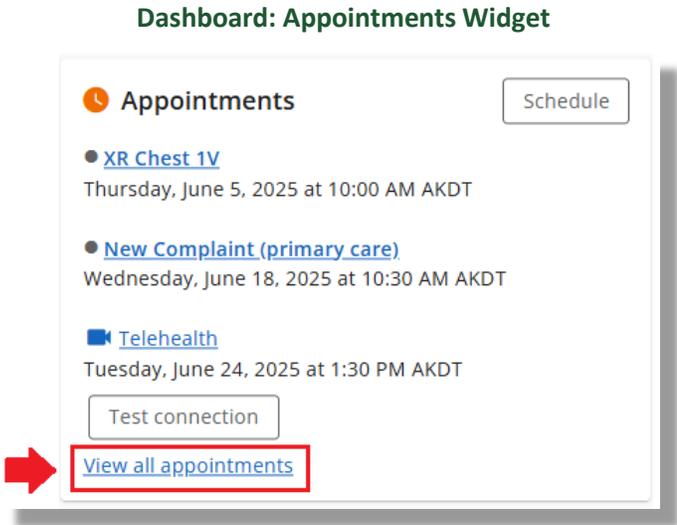
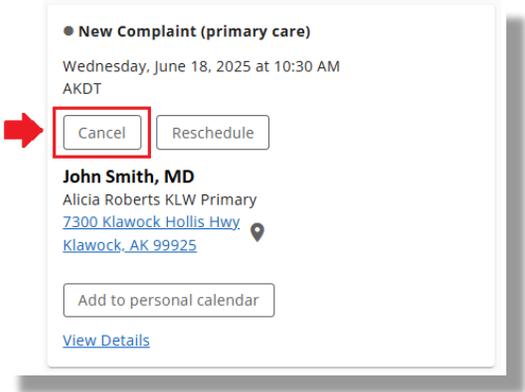
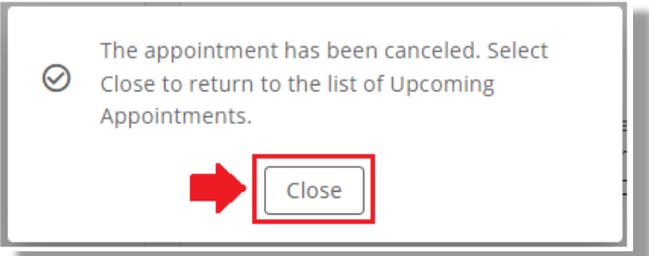


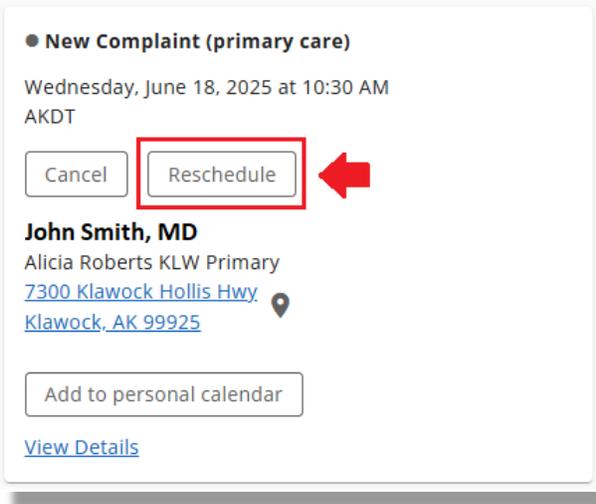
MySEARHC Quick Reference Guide

Cancelling or Rescheduling an Appointment

MySEARHC allows patients and proxy users the ability to cancel and reschedule appointments. When available, these function buttons are located under that appointment on the Appointments page.

<p>1</p>	<p>Access the Appointments page.</p> <p>From the MySEARHC Dashboard, select the three-line menu icon, located to the left of the Home icon</p> <p>Select Appointments</p>	 <p>A screenshot of the MySEARHC dashboard. At the top, there is a green header with the SEARHC logo and 'MySEARHC' text. Below the header, a user profile card for 'Meditech Test' is visible, including a birthdate of 'March 29, 2025' and an 'Account options' dropdown. A navigation menu is shown below, with 'Dashboard' and 'Appointments' options. A red arrow labeled '1' points to the three-line menu icon in the top left, and another red arrow labeled '2' points to the 'Appointments' option in the menu.</p>
	<p>From the Appointments Widget, select View all appointments. You will be directed to the Appointments Page.</p>	<p>Dashboard: Appointments Widget</p>  <p>A screenshot of the 'Appointments Widget' on the dashboard. It features a title 'Appointments' with a clock icon and a 'Schedule' button. Below the title, there is a list of appointments: 'XR Chest 1V' on Thursday, June 5, 2025 at 10:00 AM AKDT; 'New Complaint (primary care)' on Wednesday, June 18, 2025 at 10:30 AM AKDT; and 'Telehealth' on Tuesday, June 24, 2025 at 1:30 PM AKDT. At the bottom of the widget, there is a 'Test connection' button and a 'View all appointments' link. A red arrow points to the 'View all appointments' link.</p>

<p style="text-align: center;">2</p>	<p>Cancelling an Appointment</p> <p>To remove an appointment from the schedule, select Cancel</p> <p>Review and confirm the selected appointment to cancel.</p> <p>Select Submit</p> <p>NOTE: Cancelling an appointment under 24 hours is not available online.</p> <p>NOTE: If you need an option that is not available, please contact the Patient Support Center at 907.463.0400.</p>	 <p>● New Complaint (primary care) Wednesday, June 18, 2025 at 10:30 AM AKDT</p> <p>Cancel Reschedule</p> <p>John Smith, MD Alicia Roberts KLV Primary 7300 Klawock Hollis Hwy Klawock, AK 99925</p> <p>Add to personal calendar View Details</p> <p>Cancel Appointment Select submit to cancel the selected appointment.</p> <p>You are requesting to cancel the following appointment:</p> <p>Appointment type New Complaint (primary care)</p> <p>Details</p> <p>Provider John Smith, MD</p> <p>Office location Alicia Roberts KLV Primary 7300 Klawock Hollis Hwy KLAWOCK, AK 99925</p> <p>Date and time Wednesday, June 18, 2025 at 10:30 AM AKDT</p> <p>Submit</p>
<p style="text-align: center;">3</p>	<p>Confirm your appointment has been cancelled:</p> <p>Select Close and return to the Appointments page. You should no longer see the appointment displayed.</p>	 <p>✔ The appointment has been canceled. Select Close to return to the list of Upcoming Appointments.</p> <p>Close</p>

<p>4</p>	<p>Rescheduling an Appointment</p> <p>Select Reschedule to access the scheduling process to select a different date and time.</p> <p>NOTE: If you need an option that is not available, please contact the Patient Support Center at 907.463.0400.</p>	 <p>● New Complaint (primary care)</p> <p>Wednesday, June 18, 2025 at 10:30 AM AKDT</p> <p><input type="button" value="Cancel"/> <input type="button" value="Reschedule"/></p> <p>John Smith, MD Alicia Roberts KLW Primary 7300 Klawock Hollis Hwy Klawock, AK 99925</p> <p><input type="button" value="Add to personal calendar"/></p> <p>View Details</p>
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Looking for further help?

Contact the Patient Support Center at 907.463.0400