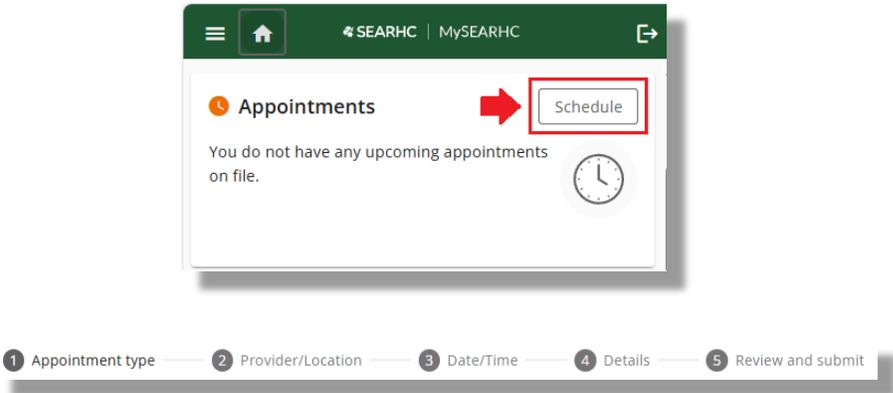
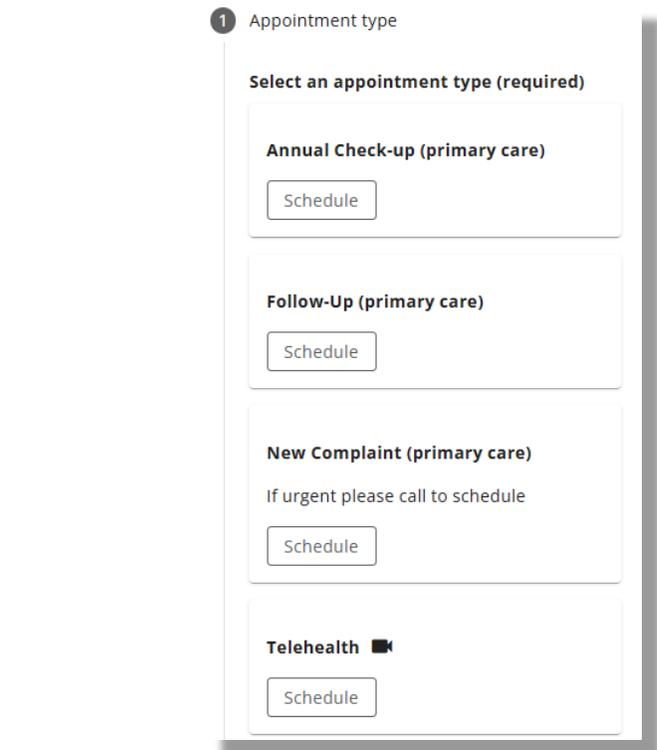


MySEARHC Quick Reference Guide

Scheduling an Appointment from the Dashboard

Appointment functionality through MySEARHC allows patients the ability to schedule or request an appointment.

NOTE: Only certain locations are available to schedule or request an appointment online.

| | |
|---|--|
| <p>1</p> <p>Select the Schedule button.</p> <p>NOTE: There are five steps to schedule and/or request an appointment.</p> |  |
| <p>2</p> <p>Choose the relevant Appointment type by selecting the associated Schedule button.</p> <p>NOTE: Appointment types available are subject to change.</p> <p>NOTE: If you do not see the needed appointment type, please contact the Patient Support Center at 907.463.0400.</p> |  |

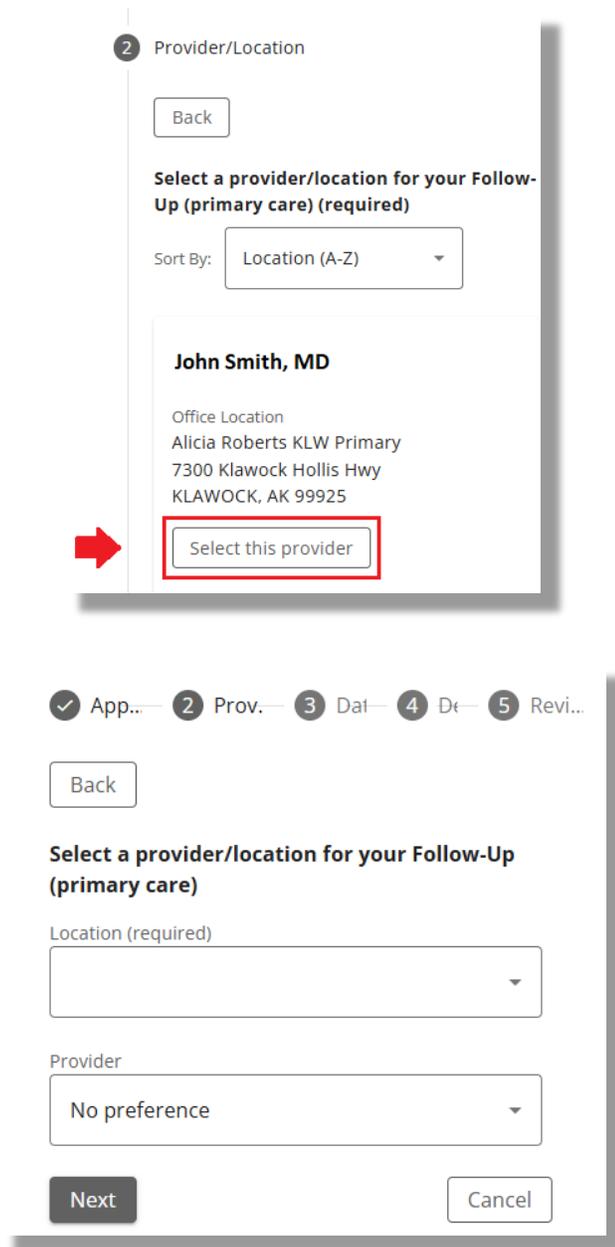
3

Select your **Provider/Location** from the displayed list.

NOTE: If there is no Provider/Location displayed, this may indicate you have not seen this Provider/Location since the launch of MySEARHC on March 29, 2025. **Select a Provider/location** and this will change to an **appointment request**, since you have not seen the provider since the launch of MySEARHC.

NOTE: Telehealth appointments will not display a **Location**.

NOTE: If you experience difficulty, please contact the Patient Support Center at 907.463.0400.



2 Provider/Location

Back

Select a provider/location for your Follow-Up (primary care) (required)

Sort By: Location (A-Z)

John Smith, MD

Office Location
 Alicia Roberts KLW Primary
 7300 Klawock Hollis Hwy
 Klawock, AK 99925

Select this provider

✓ App... 2 Prov. 3 Dat 4 Dt 5 Revi...

Back

Select a provider/location for your Follow-Up (primary care)

Location (required)

Provider

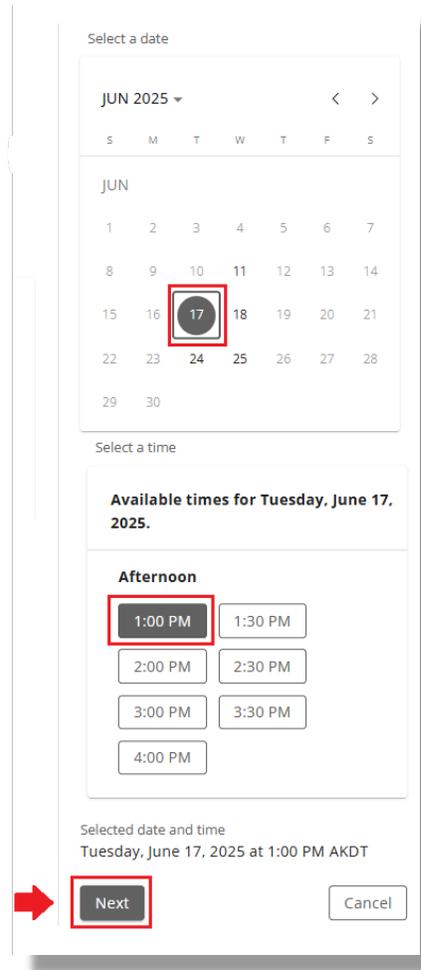
No preference

Next Cancel

4

Select a **Date/Time** from the calendar.

Select **Next**.



Alternately, if there is no Date/Time displayed, type in your preferred date and time preferences in the available text field.

Select **Next**.

This will create an **appointment request**.

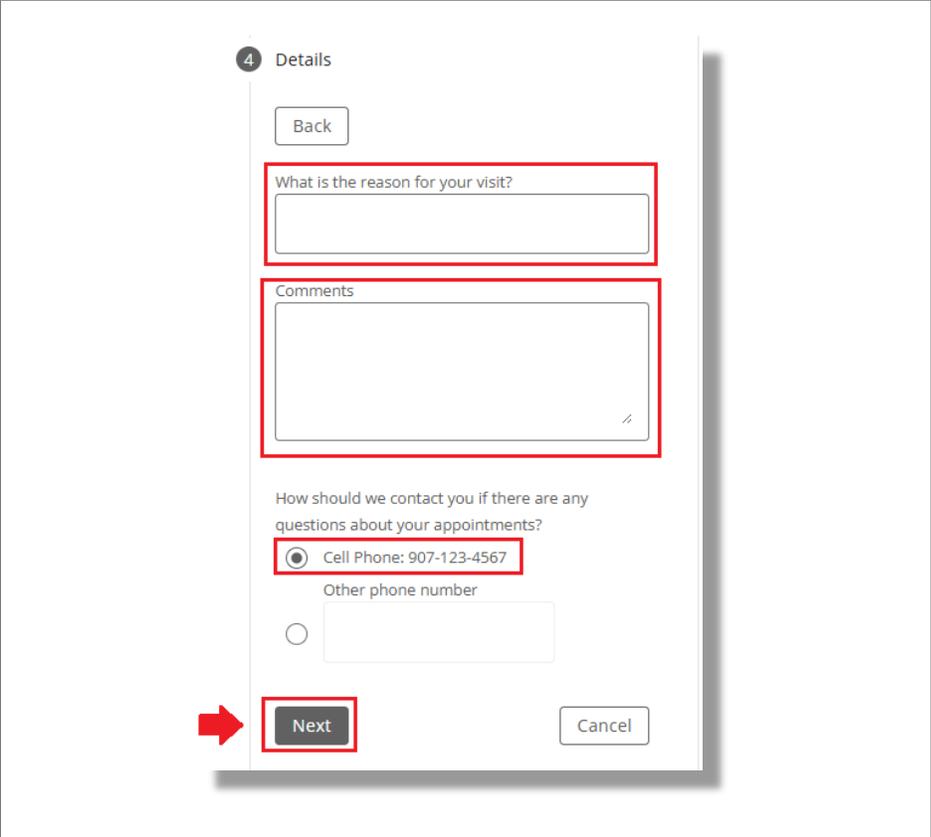
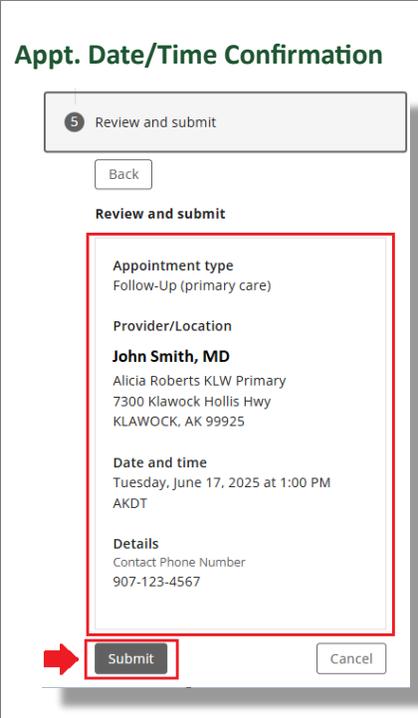
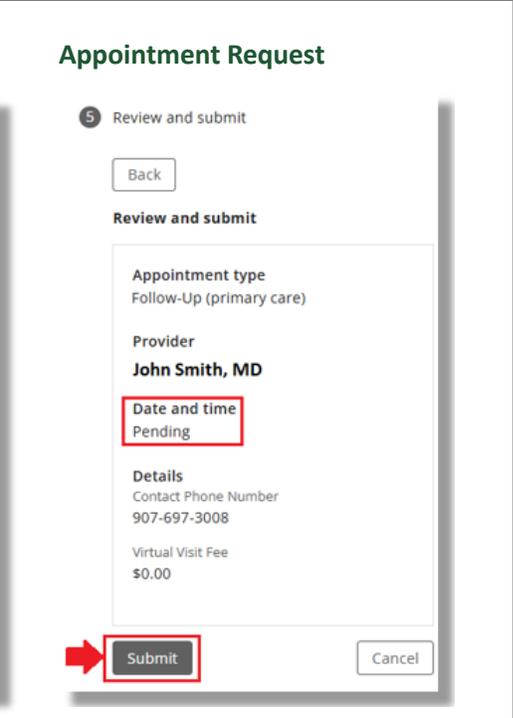
3 Date/Time

Back

Tell us about your date and time preferences for your Telehealth

Next

Cancel

| | |
|--|---|
| <p>5</p> <p>Provide required Details:</p> <ul style="list-style-type: none"> • Reason for your visit • Any comments • Confirm Cell Phone or add Other phone number related to this appointment <p>Select Next.</p> |  <p>The screenshot shows a mobile form titled "4 Details". It includes a "Back" button at the top. Below it are two red-bordered input fields: "What is the reason for your visit?" and "Comments". Underneath is a question: "How should we contact you if there are any questions about your appointments?". There are two radio button options: "Cell Phone: 907-123-4567" (which is selected and highlighted with a red box) and "Other phone number" with an empty input field. At the bottom, there are "Next" and "Cancel" buttons, with a red arrow pointing to the "Next" button.</p> |
| <p>6</p> <p>Review and Submit:</p> <ul style="list-style-type: none"> • Appointment type • Provider/Location • Details <p>Select Submit if everything is correct.</p> <p>NOTE: For appointment requests, this will display with the Date and time as "Pending".</p> <p>NOTE: Select Back button to return to the previous screen.</p> | <div style="display: flex; justify-content: space-between;"> <div data-bbox="597 1050 1015 1768"> <p>Appt. Date/Time Confirmation</p>  <p>The screenshot shows a mobile form titled "5 Review and submit". It includes a "Back" button at the top. Below it is a red-bordered box containing the following information: "Appointment type: Follow-Up (primary care)", "Provider/Location: John Smith, MD, Alicia Roberts KIW Primary, 7300 Klawock Hollis Hwy, Klawock, AK 99925", "Date and time: Tuesday, June 17, 2025 at 1:00 PM AKDT", and "Details: Contact Phone Number 907-123-4567". At the bottom, there are "Submit" and "Cancel" buttons, with a red arrow pointing to the "Submit" button.</p> </div> <div data-bbox="1015 1050 1528 1768"> <p>Appointment Request</p>  <p>The screenshot shows a mobile form titled "5 Review and submit". It includes a "Back" button at the top. Below it is a red-bordered box containing the following information: "Appointment type: Follow-Up (primary care)", "Provider: John Smith, MD", "Date and time: Pending", "Details: Contact Phone Number 907-697-3008", and "Virtual Visit Fee: \$0.00". At the bottom, there are "Submit" and "Cancel" buttons, with a red arrow pointing to the "Submit" button.</p> </div> </div> |

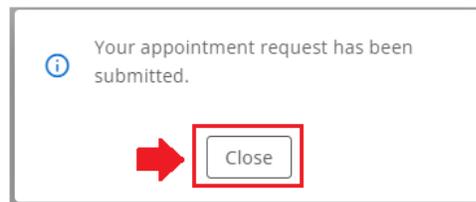
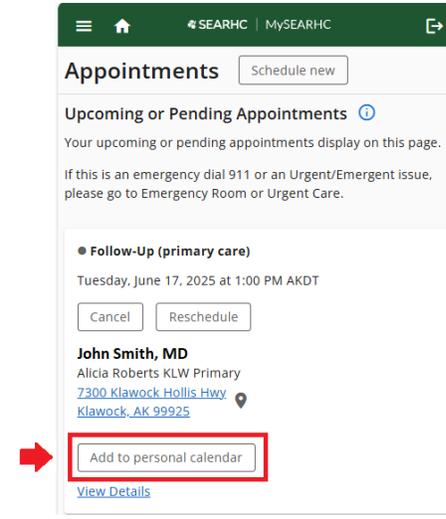
7

Confirm your appointment has been scheduled:

- Select **Close** and be returned to the Appointments page
- View the details of your scheduled appointment
- Optional: Select **Add to personal calendar**

NOTE: This option will *download* a universal calendar format file, a .ICS file, that you can drag and drop to your preferred calendar.

NOTE: For appointment requests, confirm your appointment request has been submitted. Select **Close** and be returned to the Appointments page



Looking for further help?

Contact the Patient Support Center at 907.463.0400