



## Using MyChart to Self-Schedule Appointments

Types of appointments that a patient/parent can book via My Chart:

1. **MyChart Well Visit.** This is a well-baby or an annual checkup/physical/sports physical. This should always be booked with your Primary Care Provider.
2. **MyChart Urgent Care.** This is a sick visit that can be booked on the current day only. This is a sick child that needs to be seen today. For example, a child with fever that has been lasting for more than a couple of days, a child that has a bad earache, or a child with a sore throat for two days that is getting worse. This is not an appointment for an ongoing or chronic issue and should not be used for behavioral or mental health concerns.
3. **MyChart Sick.** This is a sick visit for a child with a lingering illness that doesn't need to be seen THAT DAY but could wait until the following day. For example, a patient with a lingering cold and the cough won't go away. Or a patient with an intermittent earache that seems to be coming and going over a course of a few days.
4. **MyChart Office Visit.** This appointment is for a chronic issue or a long-standing problem. It can also be an ADHD or depression/anxiety medication check. Examples of this type of visit are for 6 months of stomach aches, or a year of headaches with recent increase in frequency, or a wart on the foot that is getting bigger.

### Things to think about when booking your own appointment . . .

1. When booking **any type** of appointment for yourself or your child, if at all possible, you should be scheduling with your Primary Care Provider (PCP). At Beacon Pediatrics continuity of care is important to us, and good planning and follow up with a consistent provider is key to good medical care.
2. When booking a **MyChart Well Visit**, we recommend doing so well in advance to ensure you get the date and time most desirable for you. If you are unable to find an appointment to fit your needs, please call and speak with an appointment scheduler.
3. To promote access and ease of scheduling we do allow **MyChart Urgent Care** scheduling. Please follow the scheduling recommendations and if you or your child's symptoms do not fit the scheduling rules, call the office for nursing advice and help. These rules are in place to protect the

sickest patients. These appointments should also be booked with your PCP if possible. If your child improves and you determine that you do not need the appointment, please CANCEL the appointment. No Shows may be subject to a fee.

4. **Office visit** appointments are NOT for well child or annual physicals. These spots are reserved for more chronic issues, like ongoing headaches, a wart on the foot, or an ADHD medication check in. These types of appointments usually warrant more time and are not considered urgent care.
5. If you have booked an appointment using My Chart and you determine that you do not need the appointment, please CANCEL the appointment. No Shows may be subject to a fee.
6. If at any time you are unsure when booking your own appointment, please call the office and speak to a scheduler for assistance or send a MyChart message with a question.