How to Request a by Proxy Immediate Care Video Visit
This tip sheet describes how a patient can request an on-demand video visit for a patient other than oneself.

Request and Schedule Appointment

1. From the UCLAHealth website, scroll down and click on Find immediate care.

2. Scroll down and click Video Visit.

3. Click Schedule for someone else.
4. **Confirm** your country and state.

![Select Country and State](image)

5. Click **General urgent care symptoms**.

![Select Reason for Visit](image)

6. Select **Put me in line** for the next available provider, or **Schedule** or **More times** to schedule an appointment time.

![Select Provider and Time](image)
7. Review the appointment time and date, and click **Continue**.

![Review your selections](image)

8. Complete all mandatory fields (fields with an asterisk) with patient information.

![Patient Information](image)
9. Click **Next**.
10. Complete all mandatory fields with your information.
11. Click **I'm not a robot** and answer the image questions.
12. Click **Submit**.

13. Enter a reason for the visit.
14. You can choose how you receive notifications (text, email, or both).
15. Click **Schedule**.

You have created an appointment. The next section will take you through the precheck-in process.
Steps for Precheck-in

1. Click **Start preCheck-in**.

2. Select a payment option, and click **Next**.

The following shows steps if you select the **Use insurance** option and have no coverage on file:

a. Click **Add a coverage**.

b. Click **Next**.
c. Add your insurance, click **Submit**, and click **Next**.
d. Enter your insurance information.

![Add a coverage form]

*Indicates a required field

- Insurance
- Member Number

- Is the patient, , the policy holder for this insurance?
  - Yes
  - No

**Subscriber Information**

- Subscriber First Name
- Subscriber Last Name
- Subscriber Date of Birth
- Subscriber Number

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e. After a short wait, your insurance will appear under a Pending Review status.

![Pending Review]

**Blue Shield of California**

**Added**

**Subscriber Name**

**Subscriber Number**

- **Next**
- **Finish later**

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f. Click **Next**.

3. You'll see the cost of the visit. Click **Next**.

![Payment for This Visit]

**Prepay**

This is the amount you must pay before the visit.

- **Amount due**

**Total amount you'll pay:**

- **Next**
- **Back**
- **Finish later**
4. Enter payment information, and click **Submit**.

   ![Payment Information Form]

5. On the payment confirmation screen, click **Next**.

   ![Payment Confirmation Screen]

6. You will now be asked to report any medications, allergies, or health issues. After completing each section, click **Next**.

   ![PreCheck-in Screen]
7. You will be asked to review and sign the Outpatient COA form. Click **Review and sign**.

8. Scroll down to review the document, answer the mandatory questions, and sign the document.

9. You will see confirmation that you have signed the document. Click **Submit**.
The patient is ready to join the video visit. When it is time for the appointment, click **Join video visit**.

### Appointment Details

<table>
<thead>
<tr>
<th>Ready to begin video visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>We're ready for you. Begin the video visit, and your provider will be with you shortly. We've sent a link to <a href="mailto:xyz123@gmail.com">xyz123@gmail.com</a>. You can use it to return to this page.</td>
</tr>
</tbody>
</table>

### It's time to start your video visit!

- **Join video visit**
- **Add to calendar**

### Visit Instructions

Please join by at least 5 minutes beforehand. Your physician will make every effort to join on time but please stay connected if they are not right at your scheduled time. If they have not joined within 10 minutes of the appointment, please feel free to call their office for an update.