

### ***'Tis the season... for coughs and colds!***

Sick season is in full swing! Is your child sick at night and you need an appointment? Are you looking to schedule your next well visit? Does your child need follow up for a chronic condition or something complex? Here are tips for scheduling appointments:

- We love portal for asking questions and looking at results - but did you know this is NOT the way to make an appointment or an appointment request? The best way is via our [WEBSITE!](#)
- [Well visits](#) are only for regular physicals.
  - Under [EXISTING PATIENTS](#): Pick the pink self-schedule well visit button. You can search by location, provider and date! You can also choose location and any/first available provider.
- [Express sick visits](#) are for established patients with a single symptom lasting less than 3 weeks or for mild symptoms requiring clearance from school or daycare. Express sick visits are for the next 24 hours only, not scheduled days in advance. They open gradually throughout the day, as we try to fill earliest to latest. Always check back throughout the day as more appointments open online! Morning appointments are typically opened the evening before after 7pm.

Always check back throughout the day as more appointments open. Morning appointments are typically made available for scheduling after 7 PM the evening before. Patients scheduling through the website will have access to the same schedule as those scheduling over the phone. If there are no openings, it is likely that we are at capacity for that shift. Remember, the winter is a particularly busy time of year for all illnesses and all of our offices will be doing their best to accommodate all patients

- Under [EXISTING patients](#), pick the pink express sick visit button. Can choose location and choose any/ first available provider.
- [Existing Patient Request](#): Anything else that does not fit in the above 2 categories? Consult, med check, chronic symptom(s) > 3 weeks, nurse visit?
  - *Do NOT use self-schedule well or sick. Do NOT use portal to request an appointment.*
  - Under [EXISTING patients](#), go to the bottom and use pink "Existing Patient Request" and fill out info. This method allows our schedulers to text you in real time to schedule an appointment rather than play phone tag. Typically, someone will get back to you the same day, unless it's the evening or weekend - then it will be the next business day.