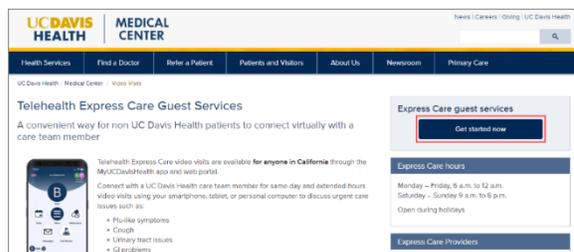


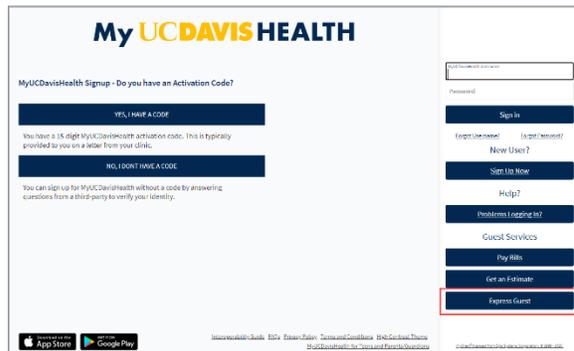
## A convenient way for anyone in your care to connect you virtually with a UC Davis Health doctor.

Proxy users will only have access to medical information about the appointment they are making. To schedule an Express Care guest proxy video visit for someone else, please follow the instructions below.

1. Visit [ucdavis.health/express-care-guest-services](https://ucdavis.health/express-care-guest-services) and click get started now on the righthand sidebar.



2. Click **Express Guest** located at the bottom of the righthand sidebar.



3. Click **I don't have an account** at the bottom of the screen.



- You will then be prompted to confirm your location. Express Care guest patients must be located in California.

The screenshot shows the 'My UC DAVIS HEALTH' Express Care interface. At the top, there are navigation tabs: Location, Reason for visit, Providers, Time, and Log in or sign up. Below the tabs, a red warning message states: 'Express Care is not for emergencies. Symptoms which may indicate an emergency include: chest pain, difficulty breathing, sudden numbness or weakness, vision loss, trouble speaking, severe headache, active bleeding.' It then asks 'Where are you currently located?' and provides a form to select a location. The form includes a 'Country' dropdown set to 'United States of America' and a 'State or territory' dropdown set to 'California'. A 'Confirm' button is at the bottom.

- Select a reason for the visit.

The screenshot shows the 'My UC DAVIS HEALTH' Express Care interface. The 'Location' tab is now selected and shows 'California'. The 'Reason for visit' tab is active, displaying a grid of symptom categories: 'Abdominal Pain/ diarrhea/ vomiting', 'Back/ joint pain', 'Cough/ throat pain', 'Ear/ nose/ throat problem', 'Eye problem', 'Fever/ flu/ COVID-19 symptoms', 'Rash/ skin condition', 'Urinary symptoms', and 'Other - Non-emergency'. Each category has a right-pointing arrow.

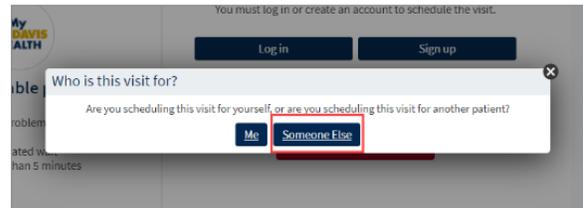
- Our system will give you an estimated wait time. To move forward, click **proceed**.

The screenshot shows the 'My UC DAVIS HEALTH' Express Care interface. The 'Reason for visit' tab is now selected and shows 'Eye problem'. The 'Providers' tab is active, displaying a 'Next available provider' with an estimated wait time of 'Less than 5 minutes'. A 'Proceed' button is at the bottom.

- If the Express Care guest proxy already has a MyUCDavisHealth account, click **log in**. If the Express Care guest proxy does not have a MyUCDavisHealth account, you must click **sign up** in order to schedule a visit.

The screenshot shows the 'My UC DAVIS HEALTH' Express Care interface. The 'Providers' tab is now selected and shows 'Next available provider'. The 'Log in or sign up' tab is active, displaying a 'Does This Look Right?' section. It asks the user to log in or create an account to schedule the visit. There are 'Log in' and 'Sign up' buttons. Below, it says 'Select a step to make changes or click below to start over.' with a 'Start over' button.

- After you click sign up, a **“who is this visit for?”** window will pop up, click **someone else**.

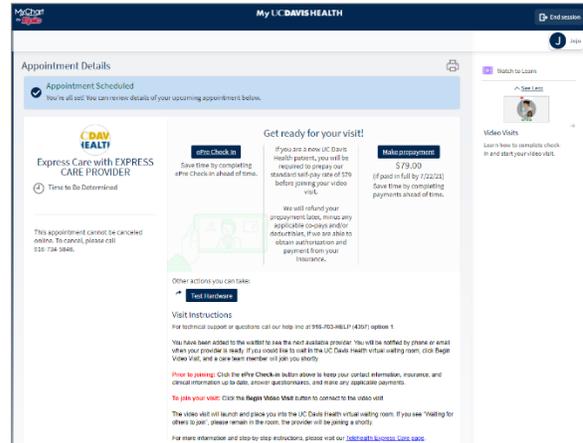


- You will then complete the **patient details** form. If the patient is a current UC Davis Health patient, please include their medical record number if you know it.

- You will then complete the **your information** form. Once done, click submit.

- Select text or email as your notification preference(s).

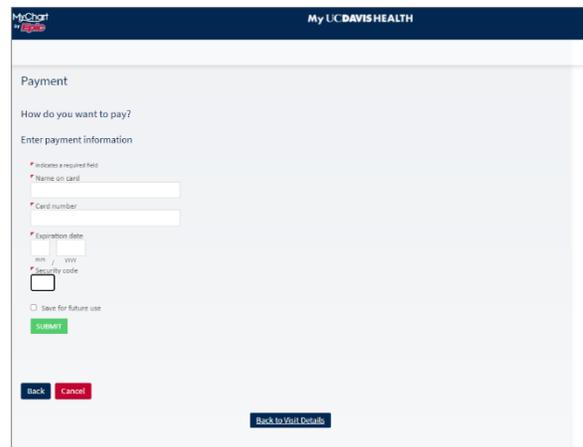
12. You will be prompted to make a prepayment of \$79 if the patient is new to UC Davis Health. Click **make prepayment**. For established patients, the proxy user will have the option to make a prepayment to pay the patient's copay.



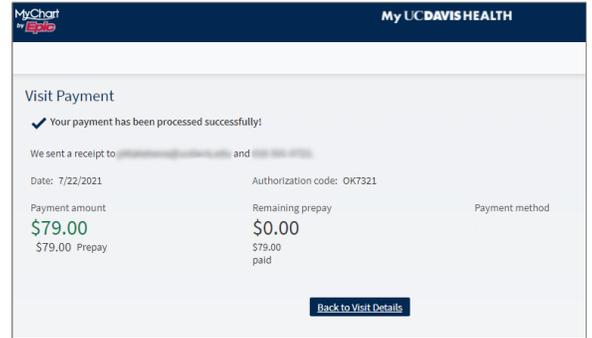
13. Select the \$79 amount and click **pay \$79.00**.



14. Enter your payment information and click **submit**.



15. You will see that your payment has been successful. To return back to the scheduled visit, click **back to visit details**.



16. On the appointment details page, click **begin video visit** to connect with a doctor.

