



SEATTLE WOMEN'S & MOMS' CLINIC

Customized. Accessible. Relatable. Empowering.

How To Schedule Online Through onpatient

To simplify your scheduling process, we have enabled online scheduling for you in your patient portal at onpatient.com (if you are a new patient, we'll send you an invite to onpatient.com).

Here's how to schedule:

Follow steps below. For a visual, see backside or visit the following link

<https://onpatient.zendesk.com/hc/en-us/articles/205680958-How-Do-I-Schedule-An-Appointment->

1. **Log in** to your onpatient account - <https://www.onpatient.com/login/>
2. Select **"Book Appointment"** (turquoise button) on far right side of screen
3. Under the "Doctor" tab, **click on the image of Lise Martin, ARNP** (it will turn blue)
4. Then, under the "Location" tab, **click on SWMC** (it will turn blue) - automatically a calendar will populate to the right of that under the "Book Appointment" header. You need to use your **mouse to slide/scroll** the calendar screen so you can see/select **the → arrow**, otherwise you will only see limited calendar dates.
5. Once you **select the Date and Time**, another box will automatically populate that asks for the **"Reason for visit"**. **Please give as much detail as possible** (see example below), so we can best prepare for your visit and provide the appropriate screenings/questionnaires prior. If you need to write more than fits in the small box, drag down the far right bottom corner and your text box will get larger.

Reason for visit EXAMPLES:

- **STD screening:** just broke up with my boyfriend, found out he was cheating, worried about STI exposure, but I don't have any symptoms at this time (or, and I have the following symptoms...)
- **Annual exam:** overdue for my annual exam, I think I am due for a pap. I'd also like to discuss my mood, I have some questions, about possible depression or anxiety.
- **Birth control:** Need a refill of my birth control pills, but would like to discuss other birth control methods as well. Not sure if the pill is best for me - I sometimes forget to take it, but I have also noticed some spotting. I should probably do STD screening as well at this visit, haven't done that in a while.
- **Painful sex:** I recently started having pain with sex. I am not sure why - I have the same partner as before. The pain is more on the inside, feels like a burning.
- **Libido:** help, not sure if I am normal, but I have no desire to have sex with my partner. I used to feel like I had a sex drive, but right now, I'd rather sleep, I have no energy to initiate. Is this normal?

THESE ARE JUST A FEW EXAMPLES TO GIVE YOU THE IDEA

~ **the more info you provide, the better** - remember, we see **EVERYTHING** 🙄, so please don't be shy ~

6. After providing the reason, make sure to click **"Schedule"** (turquoise button).
7. Then, another box pops up with a summary of your appointment with date, time, and reason for visit. If it all looks correct, again, select **"Confirm"** (turquoise button)
8. A page that says **"OnBoarding Forms"** will appear.
 - o **ALL PATIENTS** - please upload a photo -
 - o **NEW PATIENTS** (You've never been a patient at SWMC, even if you've been a patient of Lise Martin's at another clinic): This is where you create your official account with our clinic - think of it as some of the lovely paperwork you typically sit in the reception area filling out before an appointment, but here is it online.
 - i. Please make sure to list any medications you are taking, including supplements with dosages, drug allergies, and medical conditions you have.
 - ii. **CREDIT CARD** - do not place your HSA or FSA card here. This is a credit card on file to only be used for "no-show charges" or "late cancellations" per our clinic Financial Policy (for no-show or cancel/reschedule of an appointment without 24 hours' notice, there will be a \$100 fee). Once you are all scheduled, you'll get a complete packet with all your new patient information and all of our clinic policies (standard health clinic policies).
 - o **EXISTING PATIENTS** (You've been to SWMC before): If you have had ANY changes since your last visit, please list them. For "Changes to Medications", "Changes to Allergies", "Changes to Medical Conditions", **if no changes, please write, "no changes" in each box.**



Tips for a successful appointment

- Since our **clinic provides longer visits** for patients (typically 1 hour), we have **less appointment availability than traditional clinics**.
- Thus, we often recommend **scheduling with many weeks ahead** of when you're hoping to be seen to guarantee you the time you prefer with your life/work schedule. If you have a flexible work/life schedule, we can often offer next day (& sometimes same day) appointments).
- We often see patients **Monday - Thursday 8:30am-3pm**, with **8:30am the 1st appointment of the day** and **1:30pm** appointment start time the **last appointment of the day**.
 - **If you don't see the time you'd like, please** contact the clinic via email or OhMD (if you're an existing patient) and let us know the time you desire, as we offer **Saturday visits monthly** and select **times by appointment only**.
- **Want a virtual visit:** If you'd like your appointment to be a **virtual visit** (in which you do not come into the clinic, it is done through video conferencing), we offer that for existing patients of SWMC only. You will need to **confirm with your insurance plan** that Virtual Visits are covered, if they're not covered by your plan, then we bill your insurance plan, and when they decline it, you will be charged (you can often use your HSA/FSA card for this).



Search

onpatient > Patients Invited By Doctors > Appointment Scheduling

How Do I Schedule An Appointment?

You can schedule an appointment by accessing "Book Appointment" under the "Appointments" tab in onpatient as pictured below.

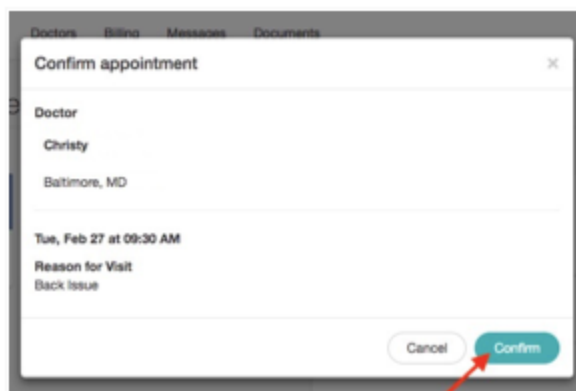


Next, click the name of the healthcare provider you would like to schedule an appointment with, the office that you'd like to visit the healthcare provider at, and finally the date and time you would like to see your healthcare provider from the list of available options.

Once you've chosen a date/time slot, enter the reason for your visit and click the "Schedule" button schedule your appointment:



Finally, you will be asked to confirm your appointment:



To confirm your appointment, click the "Confirm" button.

Then you completing the OnBoarding Form as described on the last page.

And then, you're all done!



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