

Spokane Valley Primary Care

Scheduling Optimization for Firefighters by Utilizing MyChart

As an alternative to calling, MyChart can be used to communicate with Maranda, Lead Patient Experience Representative and Fire Fighter scheduler. This alleviates the need to call during business hours only and gets you to the right person every time.

If you are a new patient to MultiCare, call Maranda at 509-598-7749, for chart set up and appointment scheduling.

If you are an established patient at any MultiCare location and have already enrolled in MyChart, skip ahead to **Accessing MyChart**.

If you are an established patient at any MultiCare location and have not signed up to use MyChart see **Enrolling in MyChart** below.

Enrolling In MyChart

Visit the MyChart website at www.multicare.org/mychart and select Register to request your access code online. Or, on your next visit, ask for your personal access code.

- Step 1: Request an Access Code. You may either receive an access code at your next office visit or request one online via www.multicare.org/mychart. To request a code online:
 - Click on Register for MyChart Access Code. This will take you to the Registration Page.
 - Complete the registration form and click Submit. You should receive your access code via email shortly after.
- Step 2: Sign Up with your Access Code. After you have received your access code, go to www.multicare.org/mychart and setup your MyChart account, which includes creating your User ID and Password.
- Step 3: Login to MyChart. Go to www.multicare.org/mychart to log in to MyChart with your existing User ID and Password. Enter your User ID and Password in the Login box on the right side of the page.

Congratulations! You're now logged in, and can communicate with Maranda, view your medical records, and more!

Accessing MyChart

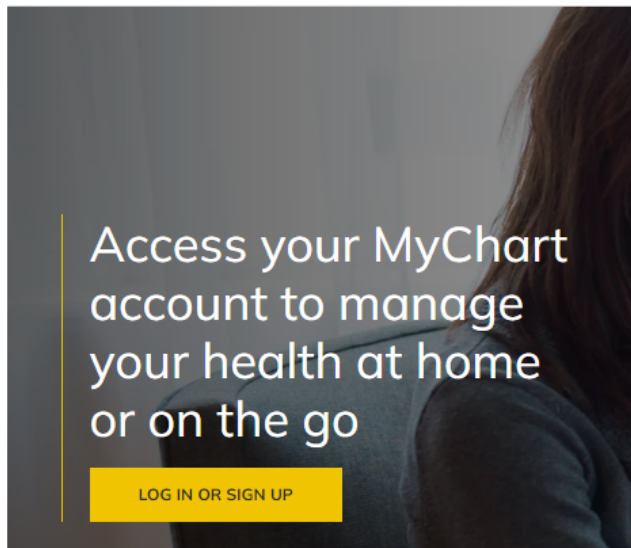
Google Search: "MultiCare MyChart"



[Find a Doctor](#) [Find a Location](#) [Services and Depart](#)

MyChart

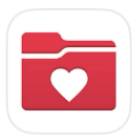
[MultiCare](#) > [Patient Resources](#) > [MyChart](#)



NOTE: Make sure you are choosing **MultiCare MyChart** as other places have their own version of MyChart.

Or,

Download the App for access on your phone



MyChart

Your secure health connection

★★★★★ 163K

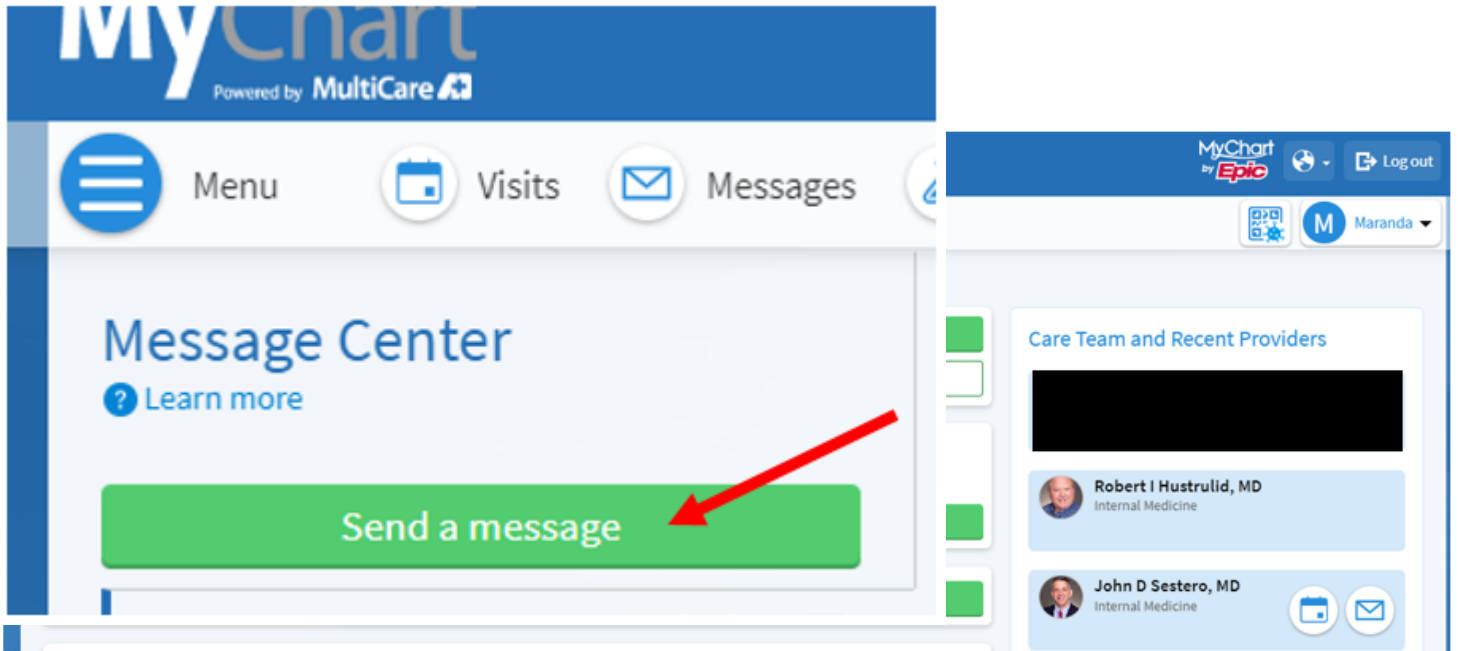
OPEN

Sending Messages About Scheduling

In MyChart, on the home page:

Click on "Messages"

and then on "Send a Message"



Pick the "Schedule an Appointment" option.

The screenshot shows a 'New message' window with a blue header. Below the header, the text 'What would you like to do?' is displayed. There are four main options, each with an icon and a right-pointing arrow:

- Refill a medication**: Request a refill for a prescription from your Medication List.
- Schedule an appointment**: Request or schedule an appointment with a member of your care team from the Scheduling activity. A red arrow points to the selection circle next to this option.
- Ask a medical question**: You have a simple medical question that doesn't require an immediate response.
- Ask a customer service question**

NOTE: MyChart does allow patients to schedule their own appointments online, but this does not apply to Firefighter exams. This is because there are restrictions on which providers offer the exams and the coding of the appointment.

Choose "Tell us why you're coming in"

The screenshot shows the 'Schedule an Appointment' section. It has two main options separated by 'OR':

- Schedule with a specific provider**: Choose a provider who matches your needs.
- Tell us why you're coming in**: Choose a specific reason for scheduling an appointment. A red arrow points to the selection circle next to this option.

Appointment Type would be "Other", and you will want to pick the McDonald address only.

The screenshot shows two side-by-side selection screens:

Tell us why you're coming in
Choose a specific reason for scheduling an appointment.

Provider Visit →	Single New Problem A complete physical exam. →
Single Existing Problem A routine Well Child visit. →	Medication Follow-up A general visit with your healthcare provider. →
Adult physical →	Other Request an appointment for a type of visit not listed here →

Which locations work for you?

Any location Schedule at any available location. <input type="checkbox"/>
MultiCare Rockwood Spokane Valley Primary Care 1215 N McDonald Rd STE 101 Spokane Valley WA 99216-1557 <input type="checkbox"/>

Red arrows point to the 'Other' option in the first screen and the 'MultiCare Rockwood Spokane Valley Primary Care' location in the second screen.

In "Reason for Visit" please note **Firefighter Physical**. Under "What is the most important thing..." notate again Firefighter Physical and which shift you are. Please also give a list of dates, not just one week of time. Firefighter exams would not be considered urgent as there are multiple appointments and tests being scheduled. If you are requesting a certain provider or need additional time for other concerns, please note this as well so I can check schedule availability.

Confirm the request details you are about to send:



John D Sestero, MD



Date and time to be determined
A scheduler will reach out to you about a specific time



MultiCare Rockwood Moran Prairie
Internal Medicine
3016 E 57th Ave Ste 27
SPOKANE WA 99223-7036
509-342-3300

* Reason for visit:

Firefighter Physical

Preferred dates:

12/20/2022



to

04/24/2023



Preferred times:

All available times

Filter times

* What is the most important thing you want addressed during this visit?

Firefighter Physical- I am A Shift

Send request

In most cases you should hear back from Maranda within 24 business hours. If she is out of the office a member of her team will respond to your message and let you know when you can expect to hear back from her.