

MHCP Connect to Care Quick Guide

Scheduling an Appointment with Experian – Patient Schedule (MyHealth Direct)

Login

- Go to Experian - Patient Schedule login page: <https://apps.myhealthdirect.com/Login/Logon>

Search for Patient

- Click "Schedule Appointment"
- Enter patient first name, last name, and date of birth
- If the patient is new to the system, an "Add Patient" window will pop up. Add other demographic fields that are noted as required with a red asterisk*

Select Search Parameters

- Use the default of today's date, or enter "Start Date" using the calendar drop down
- "Payor Type" - Select the patient's insurance. If the patient is uninsured, select "Sliding Fee Scale"
 - After selecting Medicaid, Medicare, or Commercial—if the patient doesn't know their plan, select "Other"
- "Service Category" - will default to "Medical Office Visits" (no action)
- "Specialty Type"
 - For **medical appointments**:
 - For broadest results, select "Primary Care—Adult" or "Primary Care—Youth"
 - For inpatient discharge, choose "Surgical Inpatient Follow-up" or "Non-Surgical Inpatient Follow-up" (*expectation is to establish primary care, not post-surgical care*)
 - For **substance use appointments**—select a specialty with "SUD-"
- "Appointment Type" - will default to "REG" (no action)
- "Search Within Miles" - Select mile radius from patient home that patient is willing to travel
- Make additional selections in non-required fields as desired
- Click "Search Appointment"

Select Appointment

- Click on the appointment time slot **based on the patient's preference for appointment time and location**
- **Consider showing the screen to the patient and talking through different locations and time options

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Appointment Details

- Get consent from the patient about text and email reminders
- Select the "**Primary Language**" of the patient
- Note if the patient needs an interpreter by clicking "Yes" or "No"
- Note if the patient has been seen at the receiving clinic by clicking "Yes," "No," or "I don't know"
 - *Outreach Community Health Center does not accept existing patient through this program. Please call the call center at 414-727-6320 to make an appointment.*
- Enter why you are referring the patient in the "**Reason for Visit**" field. (If their language is not listed, also list the primary language here)

Confirm

- Click "**Confirm**" - and the appointment is scheduled
- Print out the appointment confirmation, take a screenshot and text, or provide as the patient asks
- Discuss why having a health home and attending the appointment is important and any barriers the person may face (ex. transportation)