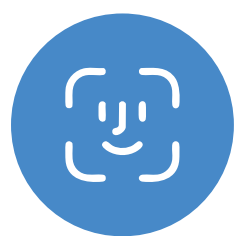




How to book your appointment online.

Frequently Asked Questions (FAQ)



About logging in

Q: Why do I need to log in to schedule an appointment?

A: Logging in helps us offer you a more personalized experience by connecting you directly with your Primary Care Team. It also keeps your medical information secure and ensures your appointment details are accurate.

Q: What if I don't remember my mySanitas app password?

A: If you forgot your password, simply click “Forgot Password?” on the login screen of the mySanitas app or website. Follow the instructions to reset your password quickly and securely.

Q: Can I still book an appointment without logging in?

A: No, starting May 25, logging in will be required to schedule an appointment. This ensures that you are scheduled with your correct care team and receive the right support for your healthcare needs.

Q: How do I create an account if I've never used the mySanitas app before?

A: If you don't have an account yet, you can easily create one by downloading the mySanitas app or visiting mycare.mysanitas.com. Look for the “Register” option and follow the steps. You'll need some basic information, such as your name, date of birth, and email.



About your primary care team

Q: Why am I being directed to a specific provider instead of choosing any doctor?

A: To improve your care continuity, the system now automatically connects you with your assigned Primary Care Team. Seeing the same group of providers helps coordinate your care better and improves your overall health outcomes.

Q: What is a Primary Care Team?

A: A Primary Care Team is a Sanitas model that ensures personalized, high-quality care through a collaborative team approach. Your expert care team consists of your primary care doctor, physician assistants or advanced practice registered nurses, and care coordinators – all working together, under one roof.

Q: Can I still choose a different doctor if I want to?

A: If you wish to schedule with a provider outside of your assigned care team, please contact a chat agent through the app or website. They will assist you in reviewing your options or making any necessary changes.

Q: How do I change my assigned Primary Care Team?

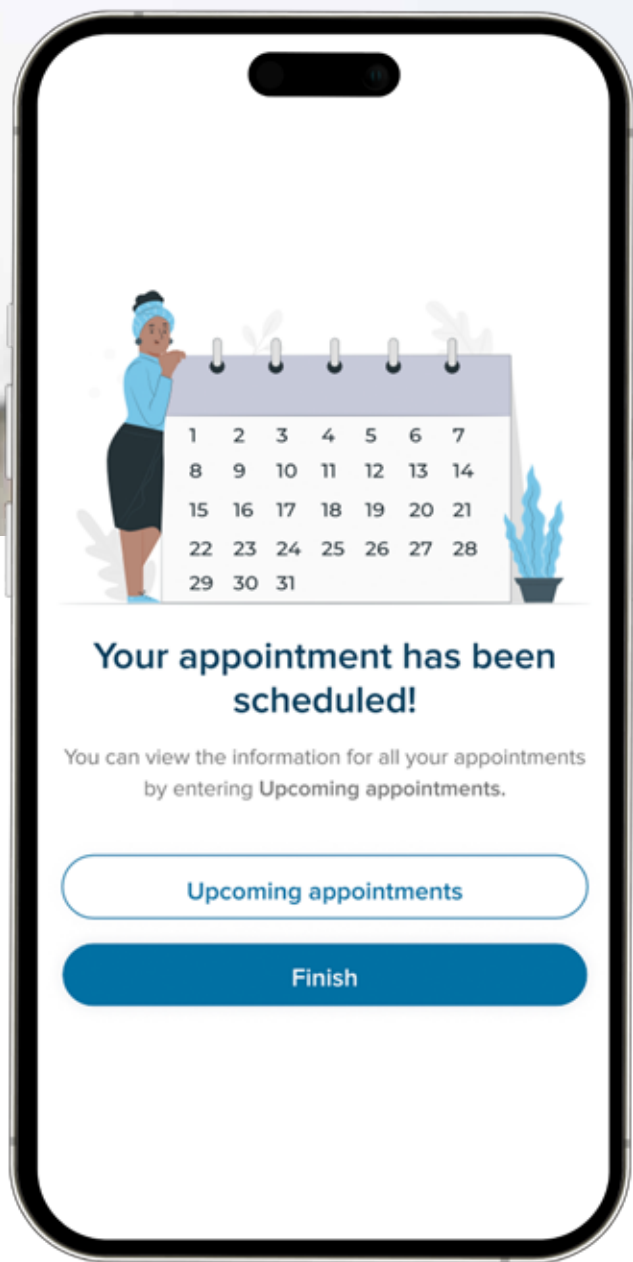
A: If you would like to update your Primary Care Team, please use our chat support available in the mySanitas app or website. A representative will guide you through the process.



About booking appointments

Q: I'm logged in, but I don't see the provider I want. What should I do?

A: First, make sure you are selecting the correct type of appointment (e.g., Sick Visit, Annual Visit). If you still cannot find your provider, please contact our chat support team for help.



Q: How do I schedule an appointment with a different specialist?

A: The online scheduling system currently supports appointments with your Primary Care Team. If you need to see a specialist, please contact your primary care provider or call our Patient Contact Center for assistance.

Q: Can I book appointments for family members through my account?

A: Each patient needs their own mySanitas account to schedule appointments. If you are scheduling for a minor or dependent, please contact our Patient Contact Center or use the family management options if available in your app.

Q: What happens if I can't find an available appointment that fits my schedule?

A: If you don't find a convenient time online, you can chat with an agent or call our Patient Contact Center to explore additional options.



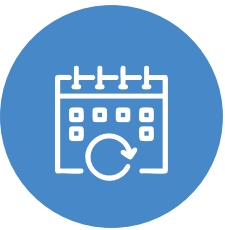
About app or website issues

Q: What if the app or website isn't working?

A: If you experience technical issues, try closing and reopening the app, checking for updates, or using a different internet browser. If problems continue, contact our technical support team through the app or website.

Q: Who can I contact if I need help with online scheduling?

A: You can chat with a support agent directly in the mySanitas app or website, or call our Patient Contact Center for assistance.



About rescheduling and canceling

Q: How do I cancel or reschedule an appointment in the app?

A: Log in to the mySanitas app or web portal, go to “Future Appointments,” and select the appointment you want to modify. You will see options to confirm or cancel your appointment.

Q: Can I cancel an appointment over the phone if I prefer?

A: Yes, you can still call our Patient Contact Center if you prefer to cancel or reschedule an appointment over the phone.



Other common situations

Q: I'm a new patient. Can I book my first appointment online?

A: Yes! New patients can create an account and schedule their first appointment online. If you encounter any issues, chat with an agent or call our Patient Contact Center for assistance.

Q: I want to change medical centers or locations. How can I do that?

A: If you need to change your medical center or assigned location, please reach out to a chat agent for help in updating your information before scheduling.

Q: Will I still receive appointment reminders?

A: Yes, you will continue to receive appointment reminders by text, email, or within the mySanitas app, depending on your communication preferences.

Q: What if I want to schedule an appointment for a service that isn't showing (e.g., lab work, vaccination)?

A: Some appointment types may require assistance. If you do not see the service you need, please chat with an agent or call the Patient Contact Center to book your appointment.

