

Introducing an ADDITIONAL way to schedule an appointment at the City of Bryan/BISD Employee Health Center!

In addition to calling the Employee Health Center to schedule an appointment, there is now an online scheduling option. The online scheduling portal does require “acceptance” of the requested appointment time/reason by the center’s staff. For immediate appointment needs, you may want to continue calling the center at 979-821-7690.

Follow these simple steps to take advantage of this convenient online service:

Note: Two ways to access the Healow Appointment Portal

1. Visit the City’s wellness website at <http://wellness.bryantx.gov>. Click on the “Health Clinic” Tab at the top of the home page. Click on the name of the provider you would like to schedule an appointment with to be directed to her appointment page.

OR

Log on directly to www.healow.com and search for the provider you would like to see (“Hutzler” or “Psencik”).

2. Once you are on the selected provider’s appointment page, you will see the available dates and times on the right hand side of the page. The date defaults to the current date; however, you may change it to a future date if you would like. Select the date and time you are requesting.
3. Next, enter your demographic information. If the appointment is for someone else in your family, select the orange “book for someone else” button. Enter the appropriate information and hit “Next.”
4. Here you will enter your visit details. Select the reason for your visit from the drop down list. If you do not see the reason for your visit, select Consultation from the drop down list and enter the reason in the “Info for the Provider” blank. List any other pertinent visit information here.

In this section you will also be asked for method of payment. **You will always select “I will be paying with insurance.”** Although no payment is required for the clinic visit, your insurance information will be captured in the event you have any ancillary services ordered (e.g. lab, x-ray) at the time of your appointment.

Under “Insurance Details”:

- Select **Cigna-Open Access Plus** if you are on the OAP (PPO Plan)
- Select **Cigna- Choice Fund Open Access Plus** if you are on the High Deductible Plan (HDHP)

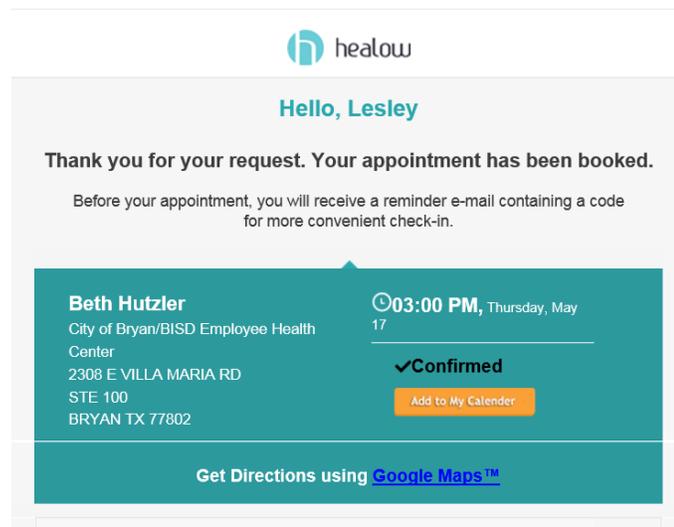
Enter your subscriber number found on your Cigna ID card and hit “Next.”

5. Here you will see your appointment details. The system will need to verify your appointment request utilizing your phone number. Select “call” or “text” to receive a verification code. **Remember: If you entered a landline phone number in the initial step, you must select the “call”**

verification option. Text is only available to cell phones. Enter the 4-digit verification code you receive. Once verified, you will see the details of your requested visit. If they are correct, select the orange “BOOK NOW” button. If changes need to be made, select the “back” button.

6. After selecting the “Book Now” button, the appointment request goes to the health center staff for acceptance. You will receive email confirmation (at the address you entered into the portal) that your request has been sent and is awaiting confirmation. You will receive an **Appointment Confirmation** once your requested time has been approved (see screenshot below). **Check your Mimecast Portal for On Hold Messages if you requested the email confirmation be sent to your City/BTU email address and you have not received it within 1 hour.**

Note: If you request an appointment after hours, you should expect an email at least one hour before the appointment time.



IMPORTANT!

If you book an appointment online and need to cancel or reschedule the appointment, please call the employee health center at 979-821-7690 to do so. Currently there is no cancel/reschedule option available through the portal. If you do not call to cancel or reschedule and do not attend your scheduled appointment, you will be considered a “no-show” and subject to consequences stated in the center’s “No-Show Policy.”