

# Self-service health care appointment scheduling

## Convenient for consumers



Consumers can manage their health care appointments, receive confirmations and be reminded when important deadlines are approaching.

## Fully automated system



Eliminating unnecessary time spent calling in for assistance allows customer service teams to focus their time and attention on taking care of consumers when they need it the most.

## Saves time and resources



A feature of the self-service portal is handling requests, assigning, scheduling, completing and running quality checks on health care appointments.

## A self-service digital experience from start to finish

Optum Serve® receives appointment request electronically.



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Provider is automatically selected and assigned based on proximity to the consumer's home and provider quality, including cost.

Optum Serve sends email and text to consumer to confirm request was received and ask availability. If not opted in to receive texts, consumer receives phone call.



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Consumer visits the portal and completes pre-appointment details, including their availability.

Provider receives notification of their selection and consumer's availability. Provider accepts appointment within provider portal.



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Consumer receives an email, text or phone confirmation of the appointment and a reminder the day before.

During the appointment, provider can complete exam reports electronically in the portal, which contains validation and logic to reduce errors.



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Exam report is sent to the consumer electronically.

## About Optum Serve

At Optum Serve, we're dedicated to improving health across the nation. As part of UnitedHealth Group, we leverage our connection to UnitedHealthcare and Optum to deliver solutions that meet the broad spectrum of health care needs throughout the federal government. In bringing together our unmatched data with deep insights from our commercial businesses, we help solve challenges facing the government today – and uncover smarter solutions for tomorrow. Through close partnerships, we design tailored offerings that help customers work towards our shared goal: better health outcomes nationwide.



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