

How to start a Virtual Urgent Care Visit

1. Click on the “Start an On-Demand Video Visit” button



2. Our welcome page will open up where you will be required to complete a short form as shown below with information such as: **First name, Last name, and Date of Birth.**
3. You will also need to Check the box to agree to our privacy policy then click the “Enter Waiting Room” bar at the bottom.

We are currently **OPEN**
Virtual Hours Today: 10:00 am - 08:00 pm [All Hours](#) ▾

Hurley Urgent Care
(810) 262-2710
Once connected with staff, additional info will be needed for your virtual visit.

Tips for a successful visit

- Strong Signal**
Use wired or WiFi Internet for a good video call.
- Reduce Load**
Close all other apps or programs running on your device.
- Use Headset**
Echo? Use a headset or turn the speaker volume down.
- Plug-In**
Avoid power loss or power-saving mode by plugging in your device.

Welcome. Your telehealth visit is about to begin...
Please enter the following information to let the doctor know you are here.

FIRST NAME *
John

LAST NAME *
Smith

BIRTHDAY *
11/02/1984

I agree to the Privacy Policy, Terms of Use, and to be contacted by Mend VIP, Inc. regarding its products and services.

Enter Waiting Room

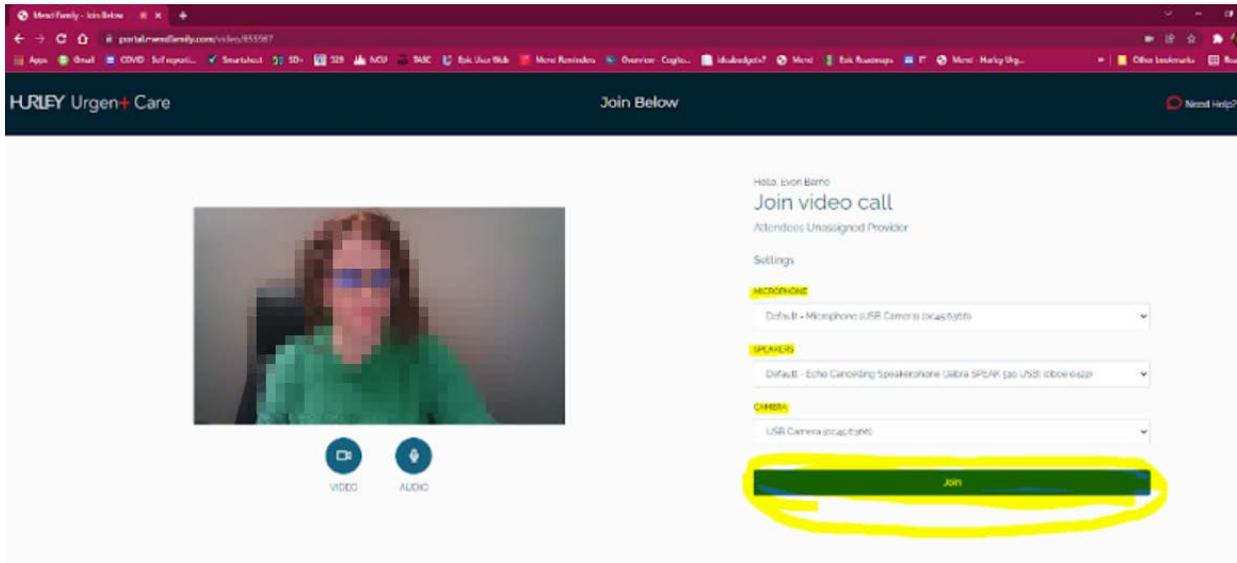
4. You may get prompted with a security question/puzzle as shown below. Select the pictures that apply and click the “Verify” button.

Select all squares with **motorcycles**

Select all squares with **motorcycles**

SKIP **VERIFY**

5. Next, you should see yourself on your video screen as shown below. Your microphone, speaker, and video should auto default on your screen (see highlighted fields). If everything looks correct on the screen, you can simply click the **“Join”** bar at the bottom.



6. Next, you will see a video visit quality test running to make sure your camera, speaker, and microphone are working as expected.



YOUR VISIT IS ABOUT TO BEGIN

Testing Video Quality

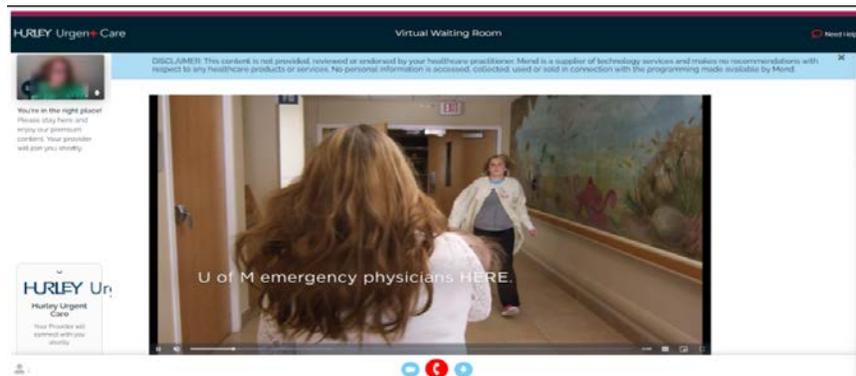
This will take about 25 to 50 seconds

Click Need Help? for instant technical support within seconds.

Tips for a successful visit:

- Strong Signal**
Use strong wired or WiFi internet for a good video call.
- Reduce Load**
Close all other apps or programs running on your device.
- Get Ready**
Echo? Use a headset or turn speaker volume down.
- Plug In**
Avoid power loss or power saving mode by plugging in your device.
- Pause Syncing**
Pause syncing services like Dropbox or OneDrive.

7. Once the test is successfully completed, you will be taken to the virtual waiting room where you will get connected to our urgent care staff shortly. You should see some Hurley educational video content playing while you wait to be connected.



Problems connecting? Please call our Urgent Care office at **(810) 262-2710** and our staff will assist you.