

## Online appointment instructions

1. Click on the link that says Click Here on the website page. This will open a new window that lists our hours as well as the tab for the current schedule (ie: spring, winter, etc)
2. Click on the current schedule and names of providers or schedules will show up to be selected.
3. Pick the provider (Dr. Thorson or Dr. Sherman) and click the button that says “check availability”
4. This will bring up a calendar for that specific provider. When looking at the calendar, any days with darker highlighting indicate available appointments for that day. If the day has a light gray background, there is either no availability on that day, the provider is gone, or the clinic is closed. Clinic closure will be listed on the website, on Facebook, as well as our phone recording.
5. Allergy shots and Blood draws: This schedule is reserved for patients that need allergy shots and have provided their protocol as well as serum to our clinic. Additionally, blood draw appointments are designed for patients that have seen either Dr. Thorson or Dr. Sherman and were told to return for blood work. If you have not been seen by either provider and need blood work we request that you call the office before scheduling an online appointment.
6. Confirmation: Once you have made the appointment the system will send you an email confirmation if you have included your email address when scheduling the appointment. Please note that the office staff will review scheduled appointments and you may receive a call to clarify the concern, reschedule if the amount of time needed to address you concern is greater than the 30 minute appointment time, or if the problem needs to be seen in a more timely fashion.
7. **Emergencies: This system is not designed for emergency situations. If you are concerned to the point where you would consider calling 911 or the emergency department please do not use the online appointment system. We request you call the office, emergency medical services (EMS), or the emergency department for more immediate assistance. These are examples of, although not a complete list of, problems that would be inappropriate for online appointments. Please use your best discretion.**
  - a. **New seizure or fainting spell**
  - b. **Confusion with weakness, slurred speech, and other neurologic changes**
  - c. **Chest pain that started within the last few minutes to hours**
  - d. **Vaginal bleeding with the possibility of pregnancy**
  - e. **Sudden onset of the “worst headache” of your life.**
  - f. **Cut maybe needing stitches or possible broken bones**
  - g. **Head or neck injury**