

Self-service health care appointment scheduling



Convenient for consumers

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



Fully automated system

By eliminating unnecessary time spent calling in for assistance, it 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

It handles requesting, assigning, scheduling, completing and running quality checks on health care appointments.

A self-service digital experience from **START TO FINISH**

OptumServe receives appointment request electronically.



ONE

TWO



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

OptumServe 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.



THREE

FOUR



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.



FIVE

SIX



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.



SEVEN

EIGHT



Exam report is sent to the consumer electronically.

About OptumServe

OptumServe is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve.

Learn more about OptumServe:

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