



IHA Urgent Care & Save Your Spot Frequently Asked Questions

Thank you for choosing IHA Urgent Care!

We are pleased to offer our patients **Save Your Spot** powered by Clockwise. **Save Your Spot** allows you the opportunity to make IHA Urgent Care appointments online — giving you control over your waiting experience. Simply visit the [IHAcares.com](https://www.IHAcares.com) home page and click on **Save Your Spot @ Urgent Care & After Hours**. Then select the location you'd like to be seen and fill in the requested information. You will be placed in our urgent care queue and can wait from anywhere you would like. Please remember that the time given is an estimate and is subject to change, depending on the conditions of our patients and other related factors. We try our hardest to honor these time estimates, but there may be times when the wait can exceed these estimates.

Why did someone who walked in after me get taken back before me?

This person most likely created a reservation online. If a patient has created an online reservation, it will be displayed on the waiting room screen. With **Save Your Spot**, every person is getting into the same line, regardless of whether they chose a time online or walked into the IHA Urgent Care. Next time you need to visit our urgent care, consider making a reservation online so you have the option to choose your own waiting experience.

How does the “Leave & Come Back” feature work?

The leave and come back functionality is intended to allow you to remain in the queue without physically being in the waiting room. The benefit of choosing to leave when there is an extended wait is that you are choosing where you want to wait rather than sitting in the waiting room. Keep in mind, delays in the office may push your reservation back, just like any other reservation made with **Save Your Spot**. It is important to note that callback order is based on patients who are physically present in the waiting room. If a patient chooses to leave, and while he/she is away a time slot becomes available, **Save Your Spot** will allow a walk-in patient to move ahead of the patient who chose to leave. This is to ensure the urgent care can continue to operate efficiently.

A patient just jumped ahead of me in the queue on the waiting room screen...What does this mean?

Sometimes we have patients come in with an illness or injury that needs to be addressed immediately. This patient will be moved to the top of the queue and will be taken back urgently. In this instance, **Save Your Spot** will send delay messages to those not waiting at the urgent care.

My “Call Back Time” on the waiting room screen has changed since I sat down. Why?

The waiting room screen represents a real-time depiction of all activity within the urgent care. Wait time estimates can change when a current patient visit takes more (or less) time than expected, a patient is called back out of order with an immediate need or a patient in line elects to leave without being treated.