



## **Higher demand for services resulting in longer than usual OC24health wait times**

Due to the high demand for health care nationwide, people are experiencing longer than usual wait times – both at in-person care sites in their communities and at OC24health. We expect that health care needs will continue to escalate.

Here are some tips from OC24health to help you prepare:

- For fastest support, we encourage you to contact OC24health by mobile app or web. You can download the OC24 app on the App Store or Google Play.
- Before your first virtual visit, you need to set up an OC24health account and share your medical history on the app or on our account setup page. Completing this step in advance accelerates visit requests.
- Wait times are exceptionally longer in the evening hours. We encourage members to request a visit with OC24health 8 am through 8 pm for best results.
- If you choose to call OC24health, we have implemented technology that enables you to request a callback from a service representative to help register, request a visit, or get support rather than waiting on hold.
- After a visit request is initiated, you are encouraged to be available and ready to promptly answer our callbacks, as requests will be considered cancelled after two unanswered callback attempts by a doctor/provider. In unique circumstances where a doctor/provider are unable to connect with you after at least one callback attempt during a 10-hour period, we will cancel the visit request and communicate that change to you by email.

We greatly appreciate your patience as we navigate these unpredictable health care needs together.

