Get started with telehealth

Telehealth or virtual appointments let you connect with your doctor when you need quick, convenient treatment. Skip the trip to your doctor's office and meet with your doctor from home or anywhere.

Quick steps to get started with your telehealth virtual appointment:

1. Request or schedule a virtual appointment with your doctor online or by phone.
2. Create your eVisit account **BEFORE** your appointment, by selecting the link in your welcome email (sent to you by no-reply) and follow the instructions to set up and register.
3. If you will be using a mobile device for the visit, download the eVisit App from Apple App Store or Google Play Store to prepare.
4. Sign in to your eVisit account ten minutes before your scheduled start time.
5. Meet virtually with your doctor and receive treatment.

➖ ***If you have a medical emergency, please dial 911 immediately***
Telehealth appointments aren't suitable for medical emergencies ➖

Create your eVisit account

Creating an account allows for your healthcare information to be stored securely — a private space between you and your provider. Your eVisit account with eVisit will list confirmed appointments, contain past appointment information, and have a record of any payments made.

After requesting a virtual appointment with your doctor, you'll be prompted to create a virtual care account with eVisit. Please register **BEFORE** your appointment. To create an account and register:

1. Locate the welcome email sent to you from your doctor, at the email address you provided to your doctor.
2. Select **Create your virtual visit account with eVisit** to open your browser to register.
3. Enter your email, create and verify your password, and select **Register**. If you already have an eVisit account, select **I already have an account** to sign in.
4. Next, a **Tell Us About You** form will appear on your screen. Populate your information and complete all fields. (Note: If you are a parent or guardian creating an account for a dependent, please add *your* information, and later add your dependent's information).
5. Select **Continue** to sign in to your virtual care account.
6. After creating your virtual care account, you'll be prompted to **Assign a Backup Contact Method**. Select your preference for text or phone notifications prior to virtual appointment.

Note: when your doctor starts your virtual appointment, you'll receive a notification (via text or phone number specified during registration) that the doctor is ready, and waiting for you to join the video call.

Prepare for and attend a virtual appointment

When you're ready for your first virtual appointment, take a look at this checklist to ensure a successful visit, free of technical glitches.

Prepare for your virtual appointment

- ❏ **Use the right browser.** Supported web browsers include Google Chrome and Firefox. Safari, Internet Explorer, and Microsoft Edge are not supported at this time. For supported browsers, use the latest version.

  For mobile devices, including, phones, iPads, or tablets, your virtual visits must use the eVisit app found in the [Apple App Store](#) or [Google Play Store](#).

- ❏ **Use a reliable network connection.** While you can do a virtual visit over a WiFi connection on your mobile device or laptop computer, the more stable and faster the connection, the better. This includes using a wired connection, if available.

- ❏ **Set up a high-quality web camera or prepare your mobile device.** Virtual visits work best when your doctor can see you clearly. Most mobile devices and computers now have high-quality integrated web cameras. To test your web camera picture quality, run a test by doing a video call with a friend to see how well they can see you. You can do this by opening up the web camera in your device control panel, or by testing a video app such as Skype or FaceTime for a video call.

- ❏ **Check your microphone and speakers.** Upon entering the visit, there are tools to test your video and audio sound quality. However, to check if your device is working properly, you can double check your video and sound by having a video

call using any other platform available. Ensure your sound isn't muted and your camera is on, so others can hear and see you.

❏ **Keep your mobile device, laptop, or computer plugged in**. You don't want your device to lose power during your virtual visit, so keep it fully charged and plugged in for the duration of your appointment.

❏ **Close all other device apps or programs**. To avoid issues caused by device multi-tasking, close any unnecessary apps or programs.

❏ **Place your web camera at eye level**. Set the camera at eye level, so that it's easier for your doctor to see you. Also, adjust the lighting before your visit so your doctor can see you clearly.

❏ **Find a quiet space for your appointment.** Find a spot where you are least likely to be interrupted during your appointment. You'll feel more comfortable with privacy.

❏ **Keep a list noting what you'd like to discuss with your doctor.** Before your virtual visit, jot down any questions or concerns you have so you don't forget them during your appointment.

❏ **Have your doctor's phone number on hand.** In case you have any technical issues, have your doctor's phone number nearby so you can notify them of any problems.

Attend your virtual visit

Once registered, you'll receive appointment reminders to attend your virtual visit. If you've registered just prior to your visit, you'll be prompted to enter the visit immediately. Otherwise, you'll receive an appointment reminder prior to your virtual visit. To attend your virtual visit:

1. Select the device you'd like to use for your visit. If you choose a mobile device for your visit, download the app from either the Apple App Store or Google Play Store.

2. Sign in to your eVisit account with email and password selected during account creation ten minutes before your scheduled appointment start time.

3. Prior to joining the appointment, you'll be asked intake questions, including medical history and appointment reason, if they weren't submitted during registration.

4. Confirm the appointment details when prompted *Have we got everything right?* by selecting the checkbox. If anything is incorrect, selecting **Go back** will allow you to make changes prior to the appointment.

5. Select **Start Visit** to begin your virtual appointment. A *Success!* message will appear along with confirmation of phone contact.

6. If this is your first time in a virtual visit, your browser will prompt you to allow access to camera and microphone. Select **Allow** to proceed with the video visit.

7. If your provider doesn't immediately join the call, you can receive a notification via **Text** or **Phone** (voice call) to alert you when the provider is in the call. Select **OK** to start the call. If your provider is already on the call, select **Join now**.

During the visit, you'll have options to mute your video or audio. If you're using a web browser, you'll also be able to:

- **Send photos and messages**. The upper right corner of the screen has a messaging icon to send a message and photo attachments to your provider.

- **Share your screen**. You may have test results or other documents on your computer you'll want to show your provider.

Once your provider ends the visit and you'll be prompted to give feedback on the video and audio quality of the call.

After your virtual visit

Review and download your visit summary. You can download your visit summary directly which includes any work/school release notes issued.

From your browser:
1. Go to app.evisit.com.
2. Sign in to your account.
3. Select **My Visits**. A list of your visits will be displayed.
4. Select the visit to view visit details. A printer icon gives the option to print or download the visit information.

From the mobile app:
1. Launch the eVisit app.
2. Sign in to your account.
3. Go to the menu icon, top right corner.
4. Select **Visit History**.
5. Choose the visit from the visit history list. The visit details will appear.
6. Select **Download** at the bottom of the details.

Frequently asked telehealth questions

Healthcare should be convenient. Virtual appointments make connecting with your doctor simple. Here are some common questions and answers to help you get started.

General benefits of virtual appointments

Q: What are the main benefits of a virtual visit?
A: Virtual visits provide you with access to your doctor, no matter where you are. There's no commute, and no waiting room. You can manage chronic health conditions, or get treatment for a new concern. You can refill a prescription without a trip to the doctor's office, too.

Q: How can my doctor treat me without an in-person physical exam?
A: Your doctor doesn't need to do a physical exam to diagnose and treat many conditions. Knowledge of your medical history is considered to be a big part of the evaluation, when combined with your interaction with your doctor. How you're feeling can be just as important to your doctor as the results of a physical exam. The ability to see you and also view video and photo uploads during your appointment often gives your doctor additional information needed to make a diagnosis.

Q: Can my doctor prescribe medication for me during a virtual appointment?
A: Yes, if your doctor determines that you need treatment, they will send your prescription electronically to your pharmacy, so it's ready to pick up when you arrive. (During the virtual visit registration process, you are prompted to select your pharmacy of choice by location.)

Q: What conditions can my doctor treat via a virtual visit?

A: Doctors can use a virtual visit to treat and manage a wide range of conditions, from sinus infections to postoperative follow-up care. Please check with your doctor to get a full list of the services they provide with telehealth.

Q: What conditions cannot be treated via a virtual visit?

A: Virtual visits should not be used for medical emergencies. If you have a medical emergency, please dial 911 immediately.

Q: Will my medical information be kept secure?

A: Yes. Your doctor's virtual visit solution is safe, secure, and 100% HIPAA compliant, so any personal health information you provide is protected

All information in transit or at rest is encrypted (even the video). Your doctor's virtual visit solution goes beyond what HIPAA and NIST require, ensuring the high standards of privacy and security.

Technology

Q: I'm not very familiar with technology. Can I still do a virtual visit? Is it easy?

A: Yes! Your doctor's virtual visit solution has been designed to be user-friendly. It's like having a video call over FaceTime or Skype, only with a few more bells and whistles to give you and your doctor everything needed to have a successful visit and look after your health.

All you need is a mobile phone, mobile device, or desktop computer with a camera and microphone. Most mobile devices and computers produced in the last five years have a camera and a microphone built in.

Q: Do I need any special equipment for a virtual visit?

A: You only need a few basics - a mobile phone, mobile device, laptop, or desktop computer. The device you use for a virtual visit should have a web camera (most are built in) and a microphone. If your device already has an integrated web camera and microphone, you don't need any extra equipment.

Q: What do I do if I forget my virtual account password?

A: If you forget your password for your virtual account, select the link **Forgot your password?** and you'll be prompted to enter your email to receive a link to reset your password. Check your email to follow the password reset link, so you can set a new password.

Q: What should I do if I have network connection issues before my virtual appointment?

A: For the audio and video to work well during your virtual visits, we recommend you use a wired (Ethernet) connection on a laptop or desktop, or if on a mobile device, a WiFi connection with an internet speed of at least 15mbps.

If you are on your home wireless network and are unable to connect, try the following:
- Restart your router
- Move closer to the WiFi access point
- Check the strength of your WiFi signal

If you cannot obtain a strong connection on Wifi, disable the Wifi network and switch to cellular.

If on mobile, and unable to connect, try the following:
- Confirm you have a strong LTE connection
- Close open apps or other activities running in the background

If you are unable to connect to a network, please call your doctor's office to notify them about your technical difficulties prior to your virtual appointment.

Bills and your eVisit account

Q: How do I request a virtual visit refund?

A: You pay your doctor directly for their medical services. Your doctor may provide you with a refund by submitting a refund request on your behalf. The refund process usually takes three to seven business days depending on the banking institution. Please note you will only be charged for medical services delivered at the time of your virtual visit.

Q: How do I get a receipt for my virtual visit?

A: At the end of a visit, you can download and print a receipt. To download and print, you must be on the virtual visit website and not your mobile device.

1. Sign in to your virtual account and go to **My Visits** on the left side of the page.
2. Select the visit you'd like a receipt for, and click the **print** icon on the right. A pop-up will appear.
3. At the bottom of the pop-up select **PDF.** A PDF of the visit summary is created and from there, you can print the receipt or download the file.

Q: How can I change my credit card used for my virtual visits?

A: To change or remove a card while on the virtual visit website on your laptop or desktop, follow the steps below.

1. Sign in to your eVisit account and select the down arrow next to your profile name. Then select **My Account.**
2. Select the **Payment** option on the left sidebar.
3. Delete your card by selecting **Delete.**
4. Add your new card information and select **Save.**

To change or remove a card while on your mobile device, follow the steps below.

1. Select the Menu in your virtual visit account from the upper right hand side of your mobile device.
2. Select the **Billing Option** and then **Update Billing Information**.
3. A prompt will appear asking, **Are you sure you want to update your credit card?** Select **Yes** to proceed.
4. Update the fields with your new credit card information. Select **Submit** to move forward.
5. To confirm the credit card has been updated successfully, verify the last 4 digits of your new card are displayed.