



# VIRTUAL CARE FAQs

What to know before, during and after your visit



## VIRTUAL CARE BASICS

Virtual care is a safe and convenient option in many situations, but not required. In-person visits are still available to patients for certain conditions and based on your level of comfort or at the direction of your provider.



## VIRTUAL VISIT TYPES

### VIDEO VISIT

- A convenient way to see your provider from the comfort of home, completed securely through a mobile device or computer.
- Similar to an in-person visit in length. The provider and you can see each other, and the clinician lets you know the care plan during the visit. Differences include that vitals are not taken and there is limited opportunity for a physical examination.
- Video visits can be held for many conditions. If it is determined that a test is needed, you will be referred to a location that can administer it either prior to or following the video visit with the provider.

### PHONE VISIT

- Similar to an in-person visit in length. The provider will let you know the care plan during the visit. Differences include that there is no physical examination and vitals are not taken.
- Phone visits can be held for many conditions, especially when a physical exam is not necessary (e.g. mental health, medication checks, etc.). If it is determined that a test is needed, you will be referred to a location that can administer it either prior to or following the phone visit.

### MYCHART E-VISIT

- MyChart eVisits are accessed via the M Health Fairview Mobile App or MyChart. To learn more, please visit [mhealthfairview.org/mychart](https://mhealthfairview.org/mychart).
- You will answer a series of questions online with a provider about a particular condition.
- Responses are reviewed by a provider who you select. You can choose a provider you have previously seen (with a 24 hour response except weekends) or choose "First Available" provider for a quicker response. You will receive a clinical diagnosis or recommendation for next steps in care.

### eCONSULT

- eConsults are a way for your primary care provider to connect with a M Health Fairview specialty provider on your behalf, and are available at your request.
- This option often provides quicker access to specialty review and response (days compared to weeks or months) while also saving you time from an in-person appointment.
- Your primary care provider will connect with you on any recommendations and next steps from the specialty provider.

## CHOOSING A PROVIDER



- For **video and phone visits**, you can choose to see your own provider, but if they're not available when you want to be seen, you may be offered options to see another provider in your desired timeframe.
- **MyChart eVisits:** You select either a provider with whom you want to interact (this is usually a provider you have seen previously), or "next available" provider for a quicker response.

## CONFIRMING YOUR APPOINTMENT



- Those who opt-in to receive confirmation messages will receive a confirmation message when their appointment is scheduled (phone, video or in-person).
- Patients **with an active MyChart account** will also receive an email, SMS/text, and/or MyChart message (depending on your communication preference) around 7:00 a.m. the day prior to their scheduled visit. If the appointment is for a video visit, the message will also include instructions for connecting to the visit.

## VIRTUAL VISIT PRIVACY

- Video visits are conducted using secure, HIPAA-compliant video connections which are not recorded by M Health Fairview. Unauthorized recording is not allowed.
- If the visit is on the phone, your conversation is as secure as any phone call.
- If using MyChart to complete your visit, including registration (eCheck-in) or answering questions online, it is completed using a secure patient portal.
- The provider and nurse may be in a private space such as an exam room or office, where there will be complete privacy. They may also be in a clinic setting where other clinic staff members are visible in the background. In this situation, your provider and nurse will generally use headphones so others cannot hear you.

## POST-VISIT QUESTIONS

- Just like an in-office visit, the provider can send prescriptions to the pharmacy of your choice, order lab tests, or recommend follow-up appointments after a video, phone or eVisit.
- Someone will help schedule any required follow-up care at the end of the virtual visit or through a phone call afterward.



## SCHEDULING OPTIONS

You can **call 1-855-FAIRVIEW**, use our mobile app or MyChart to schedule an in-person, telephone or video visit.

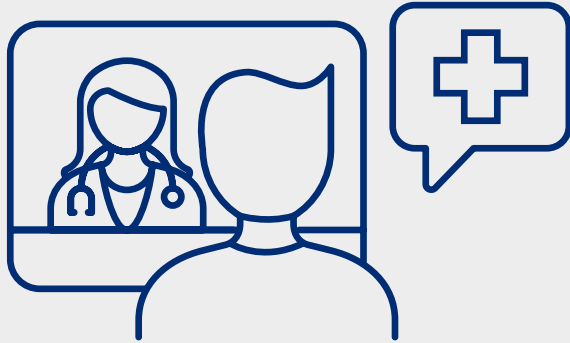
## VIRTUAL VISIT BILLING

- **Video visits** are billed the same as a normal in-clinic visit.\*
- **Phone visits** are currently billed as a normal in-clinic visit, due to temporary billing practices during the COVID-19 pandemic.\*
- **MyChart e-Visits** are currently billed between \$45-\$90 per visit depending on provider time spent on visit.\*
- **eConsults** are covered by most insurance plans with varying patient responsibility costs.\*

*\* What you will be charged depends on your insurance coverage, including whether you have a co-pay or have met any deductibles.*

If, during any type of virtual visit, it is determined that you need to come into the clinic to have your health concern addressed, we will schedule an in-person visit, and you will NOT be billed for the virtual visit.

# PREPARING FOR YOUR VIDEO VISIT



- If accessing your video visit using MyChart, complete the required eCheck-in process which is available seven days prior to your scheduled appointment time.
- MyChart patients: You can join the video call up to 30 minutes prior to your scheduled appointment by clicking on the “Begin Visit” button. You’ll have the opportunity to complete a “technology check” for the camera, microphone and speaker on your device.
- Non-MyChart patients: You will receive an email or SMS/text invitation around the time of your scheduled appointment. You will be asked to select your invitation method when scheduling the visit.
- If you would like to check the camera, microphone and speaker on your device more than 30 minutes before your visit, go to: [aehr.cvg01.amwell.systems/tech-check](https://aehr.cvg01.amwell.systems/tech-check).

## CHOOSING YOUR EXAM SPACE



Just like any video conferencing application, the provider will be able to see what is behind you and hear what is happening around you, so identify a space that is private, well-lit, quiet, and comfortable. Please have a pen and paper available for taking notes, along with a list of current medications to review with your provider.

## MYCHART SIGNUP AND SUPPORT



MyChart accounts are recommended (not required) for video visits. You will have separate instructions if you are not using MyChart for a video visit. To sign in or sign up for MyChart, please visit [mhealthfairview.org/mychart](https://mhealthfairview.org/mychart).

For assistance with setting up a MyChart account, please call MyChart Support: **1-855-513-5513**.

## INCLUDING A FAMILY MEMBER OR OTHER HEALTH CARE ADVOCATE IN A VIDEO VISIT



- If the other person does not have proxy access to your MyChart, the provider can send them an email or SMS/text link to join the video visit.
- Be sure to share the other person’s contact information with your provider or care team.

## TIPS AND BEST PRACTICES

- Make sure your computer or mobile device is charged or plugged-in to a power source.
- Minimize other websites/apps running on your computer or mobile device while you’re in the video visit.
- A wired connection is better than a wireless (Wi-Fi) one. Both wired or wireless connections are better than using cellular data on mobile device.
- If you want to show the provider something during the visit, make sure you have a camera that can be easily moved to what you want to show.

# THE VIDEO VISIT EXPERIENCE

## FROM A MOBILE DEVICE

- If connecting to the visit through your MyChart account, the M Health Fairview Mobile App is required to be loaded on the device. Instructions are available at: [mhealthfairview.org/resources/mychart](https://mhealthfairview.org/resources/mychart)
- If not using MyChart, you will receive a link to join the visit from an SMS/text message or an email message, depending on which preference you select.



### WHAT DO I DO IF I HAVE TECHNICAL ISSUES TRYING TO CONNECT TO (OR DURING) THE VISIT?

If you have trouble connecting or get disconnected during the call, please wait near your phone and/or computer. The care team will reach out to help get you re-connected.

They may:

- Send a new link via email or SMS/text to connect to your visit, or
- Call you on the phone to complete a telephone visit.

You can contact a support agent at: **612-672-7266** (7:00 a.m. to 11:30 p.m., seven days a week) for questions about your video visit, or issues related to your technical setup.

### WHAT DO I DO IF MY THE PROVIDER IS RUNNING LATE OR IF THERE IS NOBODY ON THE OTHER END OF THE VIDEO CALL?

Just like in the clinic, sometimes a provider runs behind schedule.

- **MyChart patients:** When you enter your video visit using MyChart, please stay in the call until someone from the care team connects with you. We will make every effort to keep you updated if a provider is running late.
- **Non-MyChart patients:** If not using MyChart for a video visit, you will be sent an email or SMS/text message with a link when it is time to connect to the visit. If you receive the link and click on it to connect to the visit and nobody is on the other end, we ask you to wait until someone from the care team joins.