Dignity Health Now Offering

# Virtual Care Anywhere

Dignity Health is focused on helping our providers and communities prepare for, and respond to, the spread of COVID-19 in every way we can. To support our community response to this virus, we are expanding access to virtual urgent care options. Dignity Health is offering free virtual urgent care visits with a coupon code for patients experiencing mild to moderate symptoms of COVID-19.

The virtual urgent care platform – *Virtual Care Anywhere* – allows for timely care delivery without putting other patients or our clinicians at risk of contracting the virus. We hope you will consider taking advantage of this care option and help us raise awareness of this virtual urgent care service available to our communities.

## Fever, cough, or respiratory issues?

**Enter code COVID19 for a free 24/7 virtual care visit.**

## Here's how *Virtual Care Anywhere* works:

• We are encouraging anyone in our communities who may need to visit a health care provider for any COVID-19 symptoms to consider a virtual visit first.

• Patients can receive a free *Virtual Care Anywhere* visit if they are experiencing COVID-19 symptoms, including low-grade fever (100.4 or above), cough, or shortness of breath.

• Virtual urgent care is provided in partnership with *AmWell,* a national virtual health provider that has clinicians available 24/7 to provide virtual care.

• Please note that because of high demand, wait times may be longer – but virtual urgent care is still likely to be a faster and safer option than going to the doctor's office or emergency room.

To access a free virtual urgent care visit, go to **dignityhealth.org/virtualcareanywhere**, download the *Virtual Care Anywhere* app in the Apple App Store or Google Play Store, or call 855.356.8053 and use the coupon code COVID19.

**Dignity Health**®

**Expansion of Virtual Urgent Care Visits**          **FAQs – External**

1. **How does a virtual urgent care visit with *Virtual Care Anywhere* work?**
   Virtual urgent care is available to everyone in our community. To see a virtual urgent care provider, visit [dignityhealth.org/virtualcareanywhere](http://dignityhealth.org/virtualcareanywhere), download the *Virtual Care Anywhere* App in the Apple App Store or Google Play Store, or call 855-356-8053 and use the coupon code COVID19.

   You can meet with one of our providers via phone or video chat. You can request video chat through the mobile app, via the website, or the toll-free number. For a video chat, once you request a virtual health visit, the provider will "meet" you in the virtual exam room when they are ready for you. If the provider misses you, they will attempt to contact you via the backup phone number you provide.

2. **What is the cost of a virtual urgent care visit?**
   Right now we are offering free virtual health visits for anyone experiencing mild to moderate symptoms of COVID-19, the illness caused by the new coronavirus.

   Visits typically have a flat fee of $35. At the beginning of your virtual visit, the provider will determine whether your health concern is appropriate for virtual urgent care. If your provider quickly determines your situation is inappropriate for a virtual visit, you will not be charged a fee.

3. **Who is eligible for a free virtual urgent care visit?**
   Virtual health visits are offered free of charge for anyone experiencing COVID-19 symptoms using the coupon code COVID19. Symptoms include low-grade fever (100.4 or higher), cough, or respiratory problems.

4. **Will insurance cover my visit?**
   Most insurance plans do not cover virtual health services at this time. If your insurance plan does cover the visit, you can submit your bill as a claim for reimbursement. Additionally, virtual health visits are a qualified medical expense and you can typically use your HSA or FSA account to pay for it.

5. **Who should seek a virtual urgent care visit?**
   Virtual health can be a good option for anyone who would like to visit with a doctor from the comfort and safety of their home or workplace. *Virtual Care Anywhere* can help people with low acuity conditions who are sheltering at home to get care without needing to visit a care site in person.

   As the new coronavirus creates more demand at local health care facilities, we are encouraging all patients to consider a virtual visit as an alternative to going to the doctor's office. If you believe you may be experiencing mild symptoms of COVID-19, a virtual urgent care visit is a chance to speak with a medical professional before going to a physical location.

6.  **Can I make an appointment for a virtual urgent care visit?**
    *Virtual Care Anywhere* is on-demand – there are no appointments. As soon as you request a visit, we arrange a visit with the next available provider.

7.  **Why are people encouraged to use virtual urgent care as an option?**
    A virtual health visit can be a fast and easy way to visit with a licensed medical professional. With the spread of coronavirus in our communities, using virtual urgent care can help people get medical advice without needing to visit a physical location, while reducing demand at local health care facilities.

8.  **Can I only receive one free visit? What if I need a follow up visit?**
    If you have had a virtual visit and are still not feeling well, our virtual providers are happy to conduct a follow-up visit with you. If you are seen within 48 hours with the same chief complaint, you will not be charged for a new visit. If you are calling back outside of 48 hours or about a new chief complaint or condition, then you will be charged for your visit.

9.  **What if I'm not sure if I have COVID-19 symptoms? Can I still get a free visit?**
    If you think you may have symptoms of COVID-19, including low-grade fever, cough, or respiratory problems, use the coupon code COVID19 to receive a free visit.

10. **How long will the wait time be?**
    Typically, you can connect with a health care provider in 30 minutes. Please note that because of high demand right now, wait times may be longer – but virtual urgent care is still likely to be a faster and safer option than going to the doctor's office or emergency room.

11. **Will the virtual urgent care provider be able to diagnose me with COVID-19 and/or get me tested?**
    AmWell is using clinical guidelines to help assess risk of the patient based on CDC criteria. A physician infection control officer is available to the doctors 24/7 for questions and escalations. While a diagnosis of COVID-19, at this time, cannot be confirmed via virtual/remote visits, care teams can screen patients, assign risk, answer questions, and recommend the next steps a patient should take, including healing at home in low risk cases and white glove referral to hospital care for highest risk patients.

12. **Will my primary care provider receive my visit record?**
    After every virtual visit, the *Virtual Care Anywhere* provider will write a personalized summary that outlines the visit, treatment recommendations, and outcomes, which you can chose to share with your primary care provider. This visit summary is accessible at any time from your *Virtual Care Anywhere* account page.