

# Novant Virtual care

## What is Virtual Care?

Novant Health provides easy and convenient ways to connect with your provider through online services to receive minor diagnoses, prescriptions, and professional advice from a licensed provider from anywhere. We offer Virtual Care in two ways: through online video visits and e-visits.

E-visits are an online medical evaluation that allows you to fill out an electronic questionnaire about your symptoms. Your provider will determine a diagnosis and a treatment plan that may include prescriptions. This convenient and affordable feature improves access to care for patients suffering from mild symptoms such as cough, red eye, diarrhea, sinus problems, vaginal discharge or urinary issues, and other non-urgent illnesses and injuries. If you have a serious emergency, call 911.

## Video visits

### **MODERN HOME VISITS 24/7!**

Schedule online appointments with your provider. All you need is an Apple or Android device or a webcam computer and a MyChart account.

Novant Health now offers video visits on demand, helping you access care 24/7 for non-emergent illnesses and injuries at home, in the office or on the go.

Video are convenient and affordable. Some insurance plans cover the fee at the same copay as an in-office visit with your primary care provider. (Don't worry. If a technical problem prevents the video visit from being complete or if your provider determines that your problem cannot be addressed through a video visit, the fee will be reimbursed.)

To participate in a video visit, please download or print the following instructions.

### **INSTRUCTIONS:**

[https://www.mynovant.org/Portals/567/PDF/Step-by-step-instructions\\_video%20visits.pdf](https://www.mynovant.org/Portals/567/PDF/Step-by-step-instructions_video%20visits.pdf)

**FAQs:**

<https://www.mynovant.org/Portals/567/PDF/Video%20visits-FAQ-9-16.pdf>