



# Your Guide to eVisits

With eVisits it's even easier to stay on top of your health. eVisits are a convenient, time-saving and cost-effective alternative to a traditional office visit and ideal for non-critical symptoms.

## 1. What is an eVisit?

- An eVisit is an electronic visit with your primary care provider that can be used as an alternative to a traditional office visit for select, non-urgent medical issues.
- eVisits are available only through MyChart.
- An eVisit is not a video visit; there is no virtual visual communication between the patient and the provider.
- The patient answers a series of online questions about their symptoms through a secure forum in MyChart. This information is then reviewed by a St. Elizabeth provider, who has access to the patient's medical information, and a treatment plan is then returned to the patient within the same business day (as long as the eVisit was submitted during that business day).

## 2. Why is SEP doing eVisits?

- Provides an alternative, convenient access point for patients.
- Increases the functionality of My Chart, driving higher activation and building the overall value of My Chart.
- Removes some acute level appointments from provider schedules, allowing for increased access for chronic care appointments or more urgent acute symptoms.
- Serves as innovative care delivery.

## 3. What are the goals of using eVisits?

- **Convenience.** Many simple or common illnesses can be accurately diagnosed and treated through a virtual doctor visit.
- **Flexibility.** Online visits let health care providers serve patients in situations when an office visit is not conducive or convenient for the patient and / or caregiver.
- **Personalization.** eVisits use a branching logic questionnaire to help providers diagnose and treat patient symptoms. eVisits are overseen by health care providers with access to the patient's complete medical information.

## 4. What is the value of doing eVisits?

- Increased patient satisfaction and patient retention.
- Access to the patient's medical information, contributing to continuity of care.
- Time savings for the patient having to come in the office for diagnosis.

## 5. What services are appropriate for eVisits?

- Acute conditions: back pain, cough, diarrhea, pink eye, sinus, urinary tract infection and vaginal discharge.

## 6. Will all SEP offices be using eVisits?

- All SEP Primary Care offices will be using eVisits.

## 7. When will eVisits be available for specialty offices?

- Specialty offices will not be participating in the eVisit program.

## 8. Who can use eVisits?

- Almost any patient who is signed up for MyChart.

## 9. Who is not eligible for an eVisit?

- Children less than 1 year of age.
- Adolescents 14-17 years of age (we're unable to have binding agreement to treat through MyChart since no longer on proxy access through guardian).
- Patients who have not been seen in their primary care office in more than 12 months.
- Patients who are not on MyChart.

## 10. How does an eVisit work?

- Within My Chart, the patient accesses an eVisit encounter
  - A questionnaire is completed & reviewed for appropriateness
    - If established as an eVisit, provider offers the treatment plan within 4-6 hours
    - After business hours, it will be addressed the next business day
    - Physician reserves the right to recommend an office visit

## 11. What is the cost for an eVisit?

- \$35

## 12. What types of payment are accepted?

- HSA
- Credit Card

## 13. When can a patient submit an eVisit?

- eVisits can be submitted online at any time, 24 hours a day.

## 14. When will the patient's treatment plan be returned once submitted for an eVisit?

- Within that business day, as long as the eVisit was submitted within that business day.

## 15. What happens if an eVisit is submitted outside of business hours

- It will be addressed the following business day.

## 16. What are patient expectations when using eVisit vs. a phone call to the doctor's office?

- eVisit: At minimum, a diagnosis and plan of care (prescription).
- Phone call: Advice and answers to their questions.

## 17. Why would patients use an eVisit?

- eVisits are intended to be an alternative to seeing the provider in the office. They are not intended to generate revenue from a service provided without cost to the patient at this time. The variation in use of phone medicine between offices and even providers within the office is significant. Your office should decide the conditions in which the patient needs to have a visit with a provider vs. providing treatment over the phone. If the office recommends an office visit for a patient, an eVisit should be considered as an alternative, if patient is eligible.

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