

# Introducing Virtual Visits



The current coronavirus pandemic has disrupted our lives, putting our health at risk and creating hardships that most of us have never faced. As your healthcare home, I want to make sure you know that we are here for you.

I am very excited to share a new option for your acute care needs: Virtual Visits. These visits utilize the Zoom app and can be performed scheduled for concerns that may not require a detailed physical exam. For now, these visits cannot be directly via MyChart, but can be requested through our Navigation Center OR you can schedule an office visit via myChart and enter the reason for visit along with request Virtual Visit so we will know to convert it. There is currently no copay for the Virtual visit. To do the Virtual Visit, you will need to have downloaded the Zoom App to your phone or gone to the Zoom website on your video enable computer or laptop. Here are the instructions for the Zoom App:

The first step is to download the Zoom App and setup an account or go to the Zoom website if using a computer. Once you complete the registration and receive confirmation from Zoom, you are able to login for a Virtual Visit.

Once you have a confirmed Virtual Visit, you will be given a Meeting ID number that will be sent to you through MyChart, text, or we will contact you by phone with the 9-digit number. You will need to make sure you enable Audio and Video to be able to see and hear during the appointment. Five to ten minutes before your appointment time log into Zoom to make sure everything on your end is working properly. Once the provider arrives the meeting will begin.

Please visit us online at [memorialcaresselecthealthplan.org](https://www.memorialcaresselecthealthplan.org) and click on the **COVID-19 Updates** link for additional resources and to learn about what MemorialCare Select is doing to help members and providers.

Thank you for continuing to allow us to care your you,

MemorialCare Select Health Plan

