






VIRTUAL URGENT CARE

Here for your On Demand needs utilizing our group of clinicians that are available 24/7

Virtual care visit options

The chart below will help you determine the most effective approach to address your healthcare concern – from an urgent need to be seen by a provider to a regular wellness check-up – from the privacy and comfort of wherever you are.

	SCHEDULED VIDEO VISIT	URGENT CARE VIDEO VISIT	E-VISIT
 ACCOUNT	✓	✓	✓
 APPOINTMENT	✓	X	X
 ZOOM VIDEO	✓	✓	X
 RESPONSE TIME	SCHEDULE	ON DEMAND	4-6 HOURS
 PROVIDER	YOUR PRIMARY CARE PROVIDER OR SPECIALIST	NEXT AVAILABLE PROVIDER	YOUR PRIMARY CARE OR NEXT AVAILABLE PROVIDER



SCAN ME

Common visit types include:

- Allergies
- Sinus problems
- Diarrhea or constipation
- GERD or heartburn
- Ear aching
- Cough or congestion
- Throat soreness
- Insect bites
- Rashes
- Minor burns
- Eye redness or itchy
- Nausea or vomiting
- Pain when urinating
- Vaginal discharge or irritation
- COVID-19 or Coronavirus
- Return to work needs

Virtual visit follow up

Any patients that choose to utilize Baptist Health Virtual Care are encouraged to follow up with their BluMine Health provider or primary care physician after their visit.

Video visits and E-visits available:

Urgent care video visits are available 24 hours a day, 7 days a week without an appointment and treat many of the same conditions treated at urgent care locations. E-Visits use a symptom-specific questionnaire to get you the care you need, while urgent care video visits and scheduled video visits use video to provide care and treatment.

MyChart and Zoom are available in the App and Google Play Stores.



URGENT CARE VIDEO VISIT

What is an Urgent Care video visit?

Baptist Health urgent care video visits are a fast, easy way to see a provider. A video visit provides convenient access to urgent care for patients of age 2 and older, whether at home, in the office or while away from home. Urgent care video visits are available 7 days a week, 24 hours a day, on your smartphone, tablet, or computer. It's easy to use, free to enroll, private and secure.

You must have or create a MyChart account to use Virtual Care. If you don't currently have a MyChart account, you can sign up in one easy step by going to BaptistHealth.com/VideoVisit or scanning the QR code below:



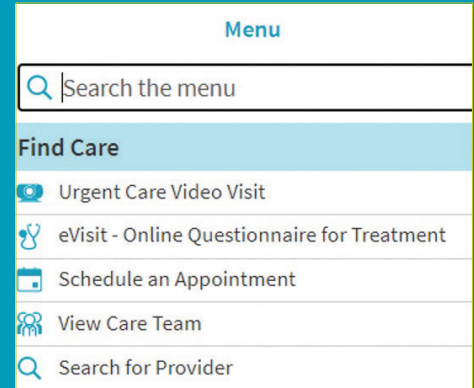
Video visits are provided through Zoom which will open on your desktop. If on mobile, please download the Zoom app. You do NOT need a Zoom account for an urgent care video visit.

Video visit follow up

Any patients that choose to utilize Baptist Health Virtual Care are encouraged to follow up with their BluMine Health provider or primary care physician after their visit.

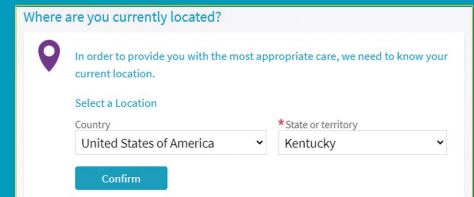
How to Get Started with an Urgent Care Video Visit

1. Sign into MyChart on your computer or MyChart mobile app. You can also sign up now to get started in an easy process.



2. Click "Menu" and then select "Urgent Care Video Visit."

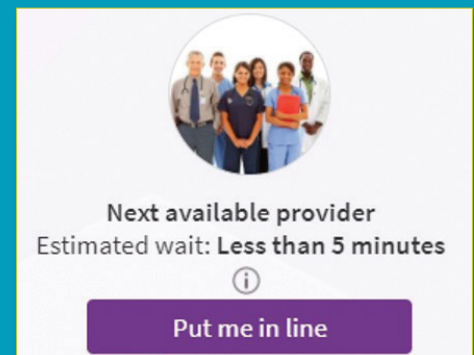
3. Confirm your current location.



4. Select a reason for your visit.

5. Choose whether you will use a computer or a mobile app for the visit and test your hardware if desired. The MyChart mobile app is the preferred method of connection which will cue you to download the Zoom mobile app. If you are using your computer, you will be prompted to allow Zoom to download. You do NOT need to have a Zoom account.

6. Review the estimated wait time and click "PUT ME IN LINE."



7. When a provider is ready to see you, you will receive an email and/or mobile app alert that you can join the visit. Feel free to go about your day until the clinician is ready.

VIRTUAL CARE E-VISIT

What is an On Demand Virtual Care E-Visit?

Baptist Health Virtual Care E-Visits are an easy way to connect with a provider online, without an appointment. An E-Visit allows you to connect with a Baptist Health provider using an online, symptom-specific questionnaire while logged into MyChart. The provider will review the questionnaire and recommend a treatment plan and request prescriptions from your pharmacy, if applicable. E-Visits are only recommended for non-urgent health conditions.

COMMONLY TREATED CONDITIONS



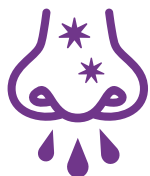
HEADACHE



PINK EYE



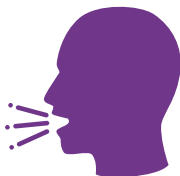
MINOR SKIN
CONDITIONS



SEASONAL
ALLERGIES



FEVER



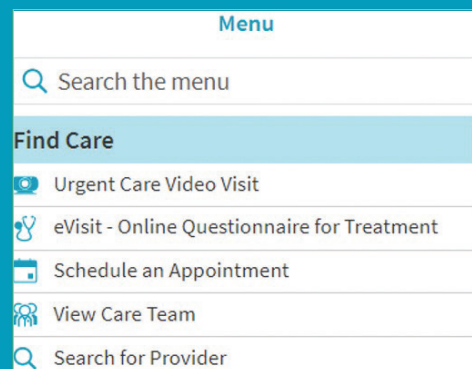
COUGH

E-Visit follow up

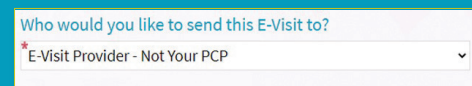
Any patients that choose to utilize Baptist Health Virtual Care are encouraged to follow up with their BluMine Health provider or primary care physician after their visit.

How to get started with an On Demand E-Visit?

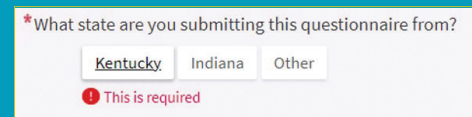
1. Sign into MyChart on your computer or MyChart mobile app.
2. Click “Menu” and “eVisit - Online Questionnaire for Treatment.”



3. After accepting the Terms and Conditions, select your reason for visit.
4. When choosing a recipient for your E-Visit, be sure to select “E-Visit Provider - Not your PCP.”



5. Select your pharmacy and then verify your demographics and health records.
6. Select the state you are located.



7. You will now begin the questionnaire process which is a series of branches according to what you answer. Your provider will review your answers and then send you your recommended treatment plan via MyChart.