

> Virtual Visits

Spend your time getting better instead of traveling to get care

Now, you can get urgent care at home – or wherever you like with Virtual Visits.

What are Virtual Visits?

Virtual Visits are video appointments with licensed and board-certified nurse practitioners or physician assistants from Oregon Health & Science University (OHSU). Think of Virtual Visits as virtual urgent care.

Virtual Visits are for both adults and children

All Moda Health members over 12 months old can use Virtual Visits.

Why would you use Virtual Visits?

You can use Virtual Visits instead of traveling to an urgent care for many medical conditions that are not emergencies and that may require prescriptions. Conditions* include:

- Allergies
- Asthma
- Back pain (for adults)
- Cough
- Headache (for adults)
- Minor cut, scrape or burn
- Nausea/vomiting
- Sore throat
- Strain or sprain
- Urinary tract infection (for adults)

**These are examples of conditions and not an all-inclusive list*

How much do they cost?

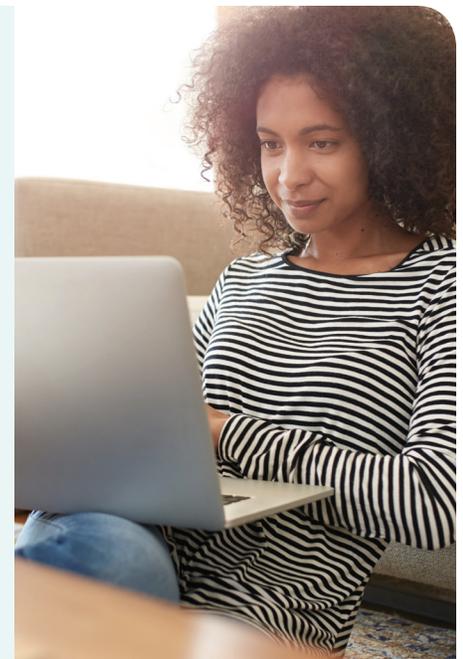
Your cost for Virtual Visits will be a \$10 copay if you are enrolled in CityCore or City Basic plans. If you are enrolled in one of the city's high deductible health plans, your cost will be the coinsurance after you meet the deductible.



Virtual Visits are available:

From 7 a.m. to 10 p.m.
seven days a week

over >



Questions?

Please call medical customer service at 877-337-0649. TTY users, please dial 711.

Moda, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

注意：如果您說中文，可得到免費語言幫助服務。請致電 1-877-605-3229（聾啞人專用：711）



modahealth.com

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What you'll need for a Virtual Visit

You will need a computer, tablet or smartphone with a webcam, microphone and speakers. If you're using a computer, you will need internet access and one of the following web browsers: Chrome, Firefox, Microsoft Internet Explorer or Safari.

If you're using an Apple iOS or Android smartphone, you will need to install the MyChart Mobile app, which you can get from Apple's App Store or the Google Play store.

How to set up a Virtual Visit

- 1 Log in to your personal member website, myModa, at modahealth.com/mymoda. Click on the Virtual Visits link on the home page. If you do not have a myModa account, you can create one there.
- 2 Schedule an appointment
- 3 Fifteen minutes before your scheduled appointment, log in to your OHSU MyChart account. If you do not have an OHSU MyChart account, you can create one on the Virtual Visits website. After you have logged in, a provider will meet you for your appointment.
- 4 After your appointment, you'll receive an email from MyChart letting you know your after-visit summary is ready to view. Log in to your MyChart account to see the summary and orders for any prescriptions. If you included the name of your primary care physician in your MyChart account, they will automatically receive notes about your visit.
- 5 If you have more questions for your Virtual Visits provider, you can send them a message in MyChart.