

## **E-Visit Frequently Asked Questions**

E-Visit is part of our E-Care offering.

### **What is an E-Visit?**

An E-Visit is an online exchange of medical information between a patient and a physician, nurse practitioner, or physician's assistant where the provider evaluates one of a number of specific conditions that leads to a diagnosis and treatment of the condition. The visit is via online secure communication. Simply fill out a questionnaire online as an alternative to going to the clinic for evaluation and treatment for certain medical conditions.

### **How much does an E-Visit cost?**

The fee for a completed E-Visit is \$35.

### **Can I use insurance to cover the cost?**

We cannot bill your insurance for an E-Visit.

### **Why do I have to give my credit card before the visit?**

We need your credit card information before the consultation to confirm the payment method is valid. A hold will be placed on your credit card, but it will not be charged until the consultation has been completed.

### **Will prescriptions, tests or other services be covered by the E-Visit cost?**

Any prescriptions, or additional tests or services ordered that you receive will be billed separately. They are not considered part of the E-Visit.

### **When should I use an E-Visit?**

E-Visits can be used only for non-urgent symptoms for you or a child age 11 or younger for whom you are the parent or legal guardian. The specific conditions are:

#### **Adult Conditions**

- Back Pain
- Diarrhea
- Cough
- Headache
- Red Eye
- Sinus Problems
- Urinary Problems
- Vaginal Discharge/Irritation

#### **Pediatric Conditions**

- Constipation
- Diaper Rash
- Head Lice
- Painful Urination
- Red Eye
- Vomiting/Diarrhea

Do not use E-Visits for conditions requiring emergency care.

### **Can my E-Visit be cancelled?**

At any time during the E-Visit, the provider may terminate the service and advise you to seek treatment from an in-person provider visit or, if it appears to the provider that the symptoms suggest an emergency, to seek care at the closest emergency room. If the service is disqualified by Aurora Health Care, there will be no charge for the service.

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### **Who can submit an E-Visit?**

An E-Visit can be used for yourself or on behalf of a child age 11 or younger for whom you are the parent or legal guardian. You must be a Wisconsin resident and currently reside within the State of Wisconsin. Our health care providers are only licensed in Wisconsin. Do not send requests on behalf of someone else, or about someone else's health.

### **What's the process for completing an E-Visit?**

From the E-Visit landing page, accept the Terms and Conditions, submit your credit card information, fill out the questionnaire, and submit the information. A doctor will respond to you through myAurora, and provide you with your diagnosis and treatment plan.

### **When are E-Visits available?**

E-Visit hours of service are 8am - 10pm seven days/week. If you submit an E-Visit between the hours of 10pm and 8am, your E-Visit will be addressed at 8am the next morning.

### **Will my primary care physician perform the E-Visit?**

Weekdays between 8am and 5pm, your primary care physician (PCP) will be notified of your E-Visit submission if he or she participates in the E-Visit program. If your PCP participates in the program and is available, he or she will address your E-Visit. Otherwise, your E-Visit will be addressed by an Aurora primary care or urgent care provider who might not be your own personal primary care provider.

### **When can I expect a response from the physician?**

Between the hours of 8am and 8pm CST you can expect a response within one hour. E-Visits submitted after 10pm CST will be addressed the following morning.

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