

\$0 virtual care makes it easier to get better soon.

If you're feeling too unwell to leave the house, or can't wait to see your doctor, don't worry—you can arrange a video visit with a practitioner without leaving home. St. Luke's Health Plan gives you access to St. Luke's On-Demand Virtual Care services from 8 a.m. to 8 p.m. every day (and expanded hours coming soon!).

Just log in to your MyChart account, describe your symptoms and you'll soon begin a video visit with a St. Luke's primary care practitioner. And with a \$0 copay for virtual care, you can focus on getting better with less stress.

If you're new to St. Luke's, you can also schedule a virtual new patient welcome visit to establish care.

A virtual care visit is a great option if you're experiencing:

- Back pain
- Coughing
- Stomach flu
- Eye irritation and redness
- A rash
- Sinus issues
- A sore throat
- Urinary tract infection (UTI)
- A positive COVID-19 test
- A new pregnancy
- And more!

Please note: Chest pain and severe headache require in-person evaluation.

What you'll need for your virtual care visit.

1. A MyChart account. The video visit is scheduled and completed through MyChart.

If you need a MyChart account, visit mychart.slhs.org/mychart/signup or call 208-381-9000 and someone will help you. Please allow time to set up your account before you try to schedule a visit.

A parent or guardian with MyChart must arrange video visits for children ages 14 and younger. They also must have proxy access to the child's medical record before the video visit. You can learn how to set up proxy access online at: stlukesonline.org/mychart/mychart-proxy-access-instructions.

Teenagers ages 14-17 can log in to their own MyChart account for video visits. But they might not be able to consent to their own treatment under state law and might have to complete additional registration steps before the video visit.

2. A working camera and microphone. You can use a desktop computer, laptop, tablet or smartphone for your appointment. We recommend using a tablet or smartphone, as they offer a better user experience and most already have a camera and microphone.

3. If you're using a tablet or smartphone for your video visit, download the MyChart mobile app. The app is available through the Apple App store and Google Play store and is required for video visits on a tablet or smartphone.

4. If you're using a desktop computer or laptop, make sure you use a supported web browser. Use Google Chrome, Firefox or Microsoft Edge on a Windows computer or Safari on a Mac computer.

When you're ready, log in to MyChart and select "Start Virtual Visit" from the main menu or "On-Demand Virtual Care" from the Schedule an Appointment page.