

Compassionate virtual care for wherever you are.

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.

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.

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 great 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

But if you're experiencing chest pain, depression or a headache, please schedule an in-person visit.

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 may not be able to consent to their own treatment under state law and may 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 "Talk to a Provider" from the main menu or the Schedule an Appointment page.