

Welcome to Your Virtual Care!

We want to make sure your experience is a positive one, so please read the information in this guide before your visit.

What is a Virtual Care appointment?

Virtual Care is a medical appointment with your health care provider conducted on a secure, HIPAA-compliant audio and video call. HIPAA (Health Insurance Portability and Accountability Act of 1996) is US legislation concerning data privacy and security provisions for safeguarding a patient's protected health information. The Virtual Care experience is similar to a Skype or Facetime call. Davis County Hospital & Clinics uses a videoconferencing platform called doxy.me, which is designed specifically for health care interactions.

What type of equipment do I need for Virtual Care?

- A current email address
- Access to the internet, either via broadband or a 4G/L TE cell phone network sufficient for streaming audio and video calls, like Facetime or Skype.
- A smartphone or tablet. You will be directed to download an app to your smartphone or tablet to make the video connection.

What happens during a Virtual Care appointment?

Click on the link provided in the appointment invitation, and you will enter the health care provider's Virtual Waiting Room, where you can test your audio and video quality before your visit starts. Once your health care provider joins the visit, you and your provider will hear and see each other via the platform and the video screen, and your provider will conduct your visit. Please see the next page for step-by-step instructions.

Are you recording my visit?

No. Visit recordings and photographs are prohibited.

Can my health care provider prescribe medications during my Virtual Care appointment?

Yes, your provider may prescribe medications, if deemed appropriate for your care.

Are Virtual Care appointments covered by insurance?

Effective January 2019, the State of Iowa requires all private insurers to cover health care services delivered via telehealth to the same extent that those services are covered in-person. Medicare and Medicaid will also cover some telehealth services. To determine your financial responsibility, please contact your healthcare insurer directly.

How will I register for my Virtual Care appointment?

One of our registration staff will be contacting you by phone prior to your scheduled appointment time to register you for your appointment.

How to check in for your video visit

1

Use your computer or device with camera/microphone



PC and Mac
Chrome | Firefox | Safari



Android
Chrome



iOS
Safari

2

Search your email inbox for your Virtual Care invitation from virtualvisits@dchc.org.

3

Click on the link under 'Please join me for a secure video call'

4

Allow your browser to use your webcam and microphone.

5

Type your first & last name and click 'Check-In'

6

Your care provider will start your visit shortly.

Call Tips:

- Make sure you have a good internet connection.
- Restart your device before your visit
- Test your camera and mic from the waiting room
- Need help? Send us a message <https://doxy.me>

What conditions can Virtual Care be used for?

Adults (ages 18+)

- * Cold, cough and bronchitis
- * Hypertension
- * Gastrointestinal Issues
- * Skin Conditions
- * Post –Surgical Follow Up
- * Prescription Refills
- * Therapy and Counseling

Children (newborns - Age 17)

- * Cold, cough and bronchitis
- * Conjunctivitis/pink eye
- * Flu symptoms, for patients 5 and older
- * Lower back pain
- * Newborn worries, including feeding
- * Seasonal allergies
- * Sinus and upper respiratory infections
- * Skin conditions, including rashes and lice
- * Upset stomach, including constipation and diarrhea

Children with the following conditions will require an in-office visit:

- * Ear infection
- * Shortness of breath
- * Strep throat
- * Urinary tract infection (UTI)
- * Wheezing