

ThedaCare Virtual Health Services Frequently Asked Questions - VIDEO

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General Category

What is a Urgent Care (UC) Video Visit?

A UC video visit is a live, real-time interactive scheduled appointment with a ThedaCare provider. If you would like to be treated for one of our 27 urgent care video visits we have those staffed between the hours of 7am to 7pm Monday to Friday and from 8am to 5pm Saturday and Sunday. Video visits may be scheduled up to 5 days in advance for urgent care related issues.

You will use a streaming video exclusively through your MyThedaCare account using a mobile phone, tablet, or computer device to discuss your medical concerns.

Are other Video Visits Available?

ThedaCare does offer video visit for other non-UC conditions across a wide array of specialties including primary care and pediatrics. Your provider will schedule you based on your medical condition for follow-up care during their normal office hours if they feel this is an appropriate way for you to be seen.

Why would I use ThedaCare's online care video visits?

- Be treated from the comfort of your own home for any reason, routine follow-up, sick visits, etc.
- Get the care you need even when your doctor's office is closed.
- Skip the expensive emergency room costs when you are being treated for non-emergency conditions.
- Eliminate the exposure to people with other illnesses in the clinic.
- Giving you choice to be treated when and where you want.

Who can use ThedaCare's video visits?

In most cases to use the ThedaCare video visits, you must be at least 18 years of age to initiate a session. If you are between the ages of 12 to 17 and have a MyChart Account of your own based on your conditions you may be eligible to have a video visit. Other minors are subject to having their parent or legal guardian requesting a video visit on their behalf and are subject to the treatment age minimums outline below.

Are there any restrictions on using ThedaCare's video visits?

- A. Yes, you need to establish an individual MyThedaCare online user account ("Account"), by providing certain information to establish said account.
- B. You are at least 18 years of age and possess the legal right and ability, on behalf of yourself or a minor child for whom you are a parent or legal guardian, to agree to these Terms of Use. Additional information is located under the Age Requirements section.
- C. You are at least 12-17 years of age or are over the age of 18 years of age and possess the legal right and ability, on behalf of yourself or a minor child for whom you are a parent or legal guardian, to agree to these Terms of Use. Additional information is located under the Age Requirements section.
- D. You are communicating honestly with the provider to receive care. If you provide any information that is untrue, inaccurate, not current or incomplete, or we reasonably believe that such account information may be untrue, inaccurate, not current or

incomplete, we reserve the right to suspend or terminate your account and refuse any and all current or future use of the Virtual Health Services.

What medical conditions does ThedaCare UC Video Visits treat?

ThedaCare offers an UC Video Visit service that treats up to 27 different medical conditions as outlined below depending on how you want to access the service. Please note that there may be an age restriction with a specific medical condition.

Medical Conditions	Age Restrictions
Acne	Min 10 years old to 65 years old max
Athlete's Foot	Min 12 years old
Minor Burns & Rashes	Min 2 years old
Canker Sore	Min 2 years old
Cold Sore	Min 2 years old
Coronavirus (Covid-19)	Min 2 years old
Diaper Rash	6 months to 18 years old max
Erectile Dysfunction	Min 40 years old
Excessive Sweating	Min 12 years old to 65 years old max
GERD	Min 18 years old
Infections (Minor)	Min 2 years old
Influenza	Min 2 years old
Insomnia	Min 2 years old
Lice	Min 6 months old
Pink Eye	Min 2 years old
Rash (may require a photo)	Min 6 months old
Ringworm	Min 2 years old
Seasonal and Environmental Allergies	Min 2 years old
Shingles	Min 18 years old
Stomach Flu	Min 5 years old
Stye	Min 2 years old
Swimmers Ear	Min 5 years old
Tick Bite	Min 2 years old
Travel Medicine	Min 18 years old
Upper Respiratory / Sinus Illness	Min 2 years old
Urinary Tract Infection (UTI) for Females	Min 18 years old
Vaginal Yeast Infection	Min 9 years old to 75 years old max

Do you offer video visit treatments for other conditions?

Yes, besides the 27 conditions outlined above, ThedaCare can treat you for a variety of medical concerns through your individual provider's office. Please ask your provider during your next visit if your follow-up care is appropriate and available via video.

Can I be treated for more than one condition during my UC Video Visit?

We would like you to select a single / primary condition you want to receive treatment for. If you are experiencing multiple symptoms you can either schedule a separate regular video visit with your provider to address your concerns individually or be seen in-person at one of ThedaCare's primary care or specialty locations.

When not to use a video visit

ThedaCare's video visits are not appropriate to address emergency or life-threatening medical conditions and should not be used in such circumstances.

If you have suffered a serious injury, or have symptoms of a serious condition such as chest pain, difficulty breathing, severe abdominal pain, or have a possible emergency, you should go immediately to the nearest emergency care location or call 911.

In addition, ThedaCare's video visit staff may direct you to an emergency room or other appropriate facilities at any time during your visit. Video visits should be used only to request care or advice for non-urgent conditions.

If you feel you need a physical examination, lab work, x-ray or other procedure you should see a provider in-person and can contact our central scheduling department to schedule at 920-830-6877 or 800-236-2236.

What if I have special language or accommodation needs?

When you are completing your initial scheduling of a video visit you will be asked if you need language assistance. If needed our care team will bring in a mobile translation service tool (MARTTI) to assist during your video visit. Please note that if you do need language assistance your visit will likely be longer than the 20 minutes schedule so please plan accordingly.

MyThedaCare Account Creation

How do I create a new MyThedaCare account?

You can create a new MyThedaCare account in person during your next visit or online at any time through the MyThedaCare application by selecting "Sign Up Now".

There are 2 ways you can activate your MyThedaCare account:

#1. Access Code Entry: If you have received a 15-digit activation code for MyThedaCare, then go the Activate MyThedaCare account webpage and provide:

- The 15-digit activation code found in: Your MyThedaCare activation letter given to you by staff during your visit; or in your After Visit Summary (AVS) report given to you during check-out of your clinic visit; or in your Billing Statement.
- Date of Birth
- Your last four-digits of your Social Security Number (SSN) to validate it is you registering an account.

#2. Credit Verification: Select "Sign-Up Now" on the MyThedaCare website or in the MyThedaCare App's menu. When asked if you have an access code, select "No". You will then be asked to use your credit to verify your identity and create an account. This process is secure, and your credit card will not be charged, and the card information will not be saved. We use credit card only for your identity verification.

What if I am having trouble with the MyThedaCare activation process?

For problems activating your account, please message our ThedaCare Virtual Health Support line or you may call them at 920-729-2400.

Can I submit a video visit for someone else?

Your video visit information will be sent directly to the individual MyThedaCare medical record. It is important to ensure that each person's medical record contains the correct information now and in the future, you must submit and be logged into the correct account based on the patient that will be treated.

You can only perform a Video Visit on behalf of a minor child that you have been granted MyThedaCare account proxy access to. ThedaCare will treat patients between the ages of 0-17 with the appropriate proxy access noted above and seen for a condition that fits the video visit criteria as outlined in the chart above.

To do this, connect to the other person's account by clicking the button with his or her name in the Accounts bar at the top of the screen, and schedule the video visit from within his/her account.

Costs and Insurance Coverage

How much does a video visit cost and when are payments due?

Cost will vary and is subject to adjustment at any time by ThedaCare. Video visits will be billed using a set fee which is consistent with the fees billed if you were to present to the clinic for care.

The fee for a Video Visit does not include the costs of other necessary services such as laboratory test, x-rays or prescriptions that may be ordered resulting in additional charges.

What form of payment do you accept?

When you received your bill for from your insurance carrier we will accept Visa, MasterCard, Discover and American Express credit cards as a form of payment. You may also pay with your health savings account (HSA) card. Check with your FSA program to see if this is a covered expense.

Will my video visit be covered by insurance?

Many insurers recognize the value of virtual health and may cover video visits similarly to an office visit.

We encouraged you to confirm your individual health care coverage and what your financial out-of-pocket costs may be for your particular health plan. As such, ThedaCare cannot guarantee that you will be reimbursed if you submit your video visit receipt to your insurance company so you are solely responsible for the fees for this service.

If I have Medicare can I use this service?

Yes. If you are a Medicare participant, you are currently eligible for Video Visit service from ThedaCare under CMS guidelines during COVID-19. As this coverage and eligibility may be subjected to change and is recommended you consult with your CMS or Medicare Advantage plan for updated coverage restrictions and eligibility.

Video Visit Cancellations and Rescheduling

How do I cancel or reschedule my video visit?

You can cancel your Video Visit by logging in to your MyThedaCare account and clicking on "Cancel" in your upcoming appointment details on line. You can also reschedule once you are in your account.

What if a video visit is not appropriate for my care needs?

If the provider determines it would be better for you to be seen at a ThedaCare clinic. They will suggest alternative care locations best suited to handle your medical care needs (i.e., provider office, emergency room, etc.).

Time Hours Available and Treatment

How long will my video visit take?

Video Visits at this time are approx. 20-minute scheduled appointment and availability maybe limited to open times to meet with one of our clinicians.

Who provides the diagnosis and treatment plans?

For Urgent Care Video Visits - One of our dedicated advance practice clinicians (APCs) who have worked in a ThedaCare urgent care or primary care clinic will be hosting your medical consultation.

For Non-UC Video Visit - Your individual primary care or specialty provider who is participating with video visits will be providing your online virtual care.

How soon can I expect to be treated?

ThedaCare is committed to provide an exceptional patient care experience and will respond to your care needs in a timely manner.

- UC Video Visits will be offered on a scheduled basis with you selecting online the appointment date and time that is most convenient with you.
- Non-UC Video Visits will be scheduled within your provider's schedule on a next available basis.

What is included in a treatment plan?

Any clinical advice given by a ThedaCare provider to the patient. Clinical advice can include a prescription, recommendation for an over-the-counter medication, non-prescription treatment options, and/or referral to another provider for care.

What if my condition gets worse?

If a response is unclear or you do not receive a response, or your symptoms get worse, please call your clinic or seek care at a Walk-In Care or Emergency Room accordingly.

How to Get Started

How can I schedule a video visit?

You can make an appointment through ThedaCare's MyThedaCare website or the MyChart mobile app.

Once logged in, select "Appointments" > "Make Appointment", and follow the instructions to complete scheduling your video visit.

Does ThedaCare offer On Demand video visits?

Unfortunately not at this time. All video visits are scheduled by either your clinic team or you can select a date and time convenient for yourself for the 27 low acuity conditions previously noted that we provide care for through our pool of APC clinicians.

Preparing for Your video visit

What do I need to do before a video visit?

In preparation for your video visit we recommend that you take the following steps to ensure that your care team can provide you with the best care and experience possible:

One Day Prior to Your Video Visit

Perform eCheck-In to preregister for your visit, and verify that you can begin your visit. The following 2 methods are available to accomplish this step:

Steps from the MyChart app (recommended connection method to avoid compatibility issues):

- Login to the MyChart app and click on the "Appointments" icon.
- Click on the correct visit in the Upcoming Appointments list.
- Click on "e-Check-In" and complete all of the steps to preregister, such as verifying your insurance.
- You will see a message within the app letting you know once e-Check-In has been completed. If you do not receive this message, please access the e-Check-In activity again for the video visit appointment and complete the steps.

Steps from the MyThedaCare website (only use if your device can't run the MyChart app):

- Login to MyThedaCare using Chrome, Microsoft Edge, Fire Fox, or Safari on a MAC access the appropriate patient's chart, and select "Visits" > "Upcoming and Past Visits" and click on the correct visit.
- Click on the "e-Check-In" button and complete all of the steps.
- Once e-Check-In is complete, make sure to click the "Test Hardware" button to make sure your browser and hardware is compatible. If you do not see "Hardware Test: Success" and green dots next to Camera, Microphone and Speaker your device is not currently compatible. Try using a different device or different browser.

Test Your Hardware:

Once eCheck-In is complete, make sure to click the "Test Hardware" button to make sure your browser and hardware is compatible. If you do not see green checks like the ones shown below, your device is not currently compatible. (If using Chrome, you can try closing it down and reopening it to see if that helps.) Please make sure to test your hardware on the same device that you plan to use for your video visit.



Day of Your Video Visit

15 Min Prior Your Scheduled Video Visit -

- A. Log in to the ThedaCare MyThedaCare app or website with your MyThedaCare account. Once logged in, click on "Appointments", click on your video visit from the list of Upcoming Appointments, then click on "Begin Video Visit", and wait for your care team member to join.
- B. Be sure to have a picture ID on hand for your Video Visit as your provider may ask to see it to validate your identify.

What do I do if I'm having technical problems before and during my visit?

If you are having difficulties launching your video or experiencing any other technical problems, please call our Help Desk at 920-729-2400. To ensure the best video visit experience possible, we recommend that you test your hardware well in advance of your appointment so that any potential issues can be worked out ahead of time. If the technical issue persists at or during the scheduled appointment time, our care team member will call you to see if we can continue the Video Visit or discuss the need to reschedule it at a later date.

Technology Setup

What devices can I use for a video visit?

You can access both of ThedaCare's virtual health services (eVisits and video visits) from any web-enabled device – smartphone, tablet, laptop, or desktop. Just log into your MyThedaCare account found on www.MyThedaCare.org. You can also download the MyChart app for iOS or Android and get into your MyThedaCare account to being your virtual visit.

What web browsers do you support?

ThedaCare requires you to use a modern browser to ensure your data is secure and your experience is awesome. You can use any of the following browsers for your visit: Chrome, Microsoft Edge, Fire Fox, or Safari on a MAC. If you don't have one of these browsers, you can download Chrome or Firefox for free.

Please note that video visits are not currently compatible with Internet Explorer and should not be used for your video visit.

Can I do a video visit from my tablet?

Yes, you can access our virtual health services at ThedaCare.org on your tablet device if you prefer to use that instead of your computer or smartphone.

If I do a video visit from my iPhone or Android phone, what do I need?

All you need is a MyThedaCare account or download and use the free MyThedaCare app on your iPhone or your Android phone. Before your scheduled video visit, log in to your MyThedaCare account on the phone you plan to use for your visit. Once logged in, tap on "Appointments", then select your video visit from the list of Upcoming Appointments. Finally, tap on the "Test Video" button to make sure everything is set up. (Note: Please make sure you have the most updated version of the app.)

How to Download the MyThedaCare app?

Once you've registered for MyThedaCare, you can download the Android or iPhone app for your phone or tablet to keep your MyThedaCare account at your fingertips.

Follow these easy steps:

- Search [Google Play](#)[™] or the [App Store](#) for Epic MyChart
- Select Epic MyChart
- Read and agree to the terms of use
- Select your state (Wisconsin)
- Scroll and select ThedaCare as your healthcare provider.
- Log in with your MyThedaCare username and password.

Where can I connect from?

Connecting from a private location is highly recommended so that you can protect and feel comfortable in discussing your health care concerns with a member of our care team. You will also want to ensure that the location has a high speed internet connection so that we can provide an optimal video connection.

Common Support Assistance

My video isn't loading, now what?

You'll need to check two things. First, do you have your webcam all set up? If you're using a mobile device or laptop, chances are you have an integrated camera built into the device. If you're on a desktop computer, you may be using a separate webcam.

Go to your device's control panel or settings menu and look for your webcam under devices. Test it out to see if it's working. You could also try opening another video chat app like Skype, Messenger or FaceTime to see if the webcam is working correctly. Our video visit also has an equipment test to test that a check to see if your webcam is working.

Another possible issue is whether you allowed your web browser to access your webcam? If you're using the web app (not the Android or iOS mobile app), your browser will show a pop-up

when you first enter the virtual visit. The pop-up will ask you to allow the browser to access your webcam. Click yes to allow. If you don't see that, try refreshing the page.

What if I can't hear the provider?

First check to see if your devices speaker volume is turned up. For your smartphone please check that your "Media Volume "is turned up appropriately. You can always play some music or open up another video clip on YouTube to test your sound.

Why can't my provider hear me?

Check your microphone, is it working? Like your webcam, you're probably dealing with an integrated microphone if you're on a mobile device or laptop. If you're on your computer, you should have an external microphone plugged in.

Go to your device panel or settings and make sure your microphone is set-up. You could also open a simple voice recorder app (most mobile devices or computers come with one, like Quicktime) and do a test recording.

If my video quality is bad what should I do?

Low video quality is usually caused by a poor internet connection. We recommend that your streaming video internet connection be a minimum of 10mbps to do a video visit with our providers.

To test your internet connection speed, visit www.speedtest.net and press start. If the test says your speed is under 10mbps and you're using Wi-Fi, try using a wired internet connection or restarting your home's router.

What happens if my video feed is disconnected during my video visit?

If your video visit is disconnected, the health care provider you were speaking to will try to reconnect with you again to complete your visit. If you get disconnect, please try to relog into the visit to continue your care.