

UCHealth Virtual Urgent Care

No drive time, no waiting room, no need to get out of your pajamas (if you don't want to).

What is Virtual Urgent Care?

UCHealth has developed a Virtual Urgent Care program staffed by UCHealth doctors to address simple medical conditions by video chat through your smartphone, tablet or computer. Skip the trip to the office and instead connect with your medical provider from the convenience of home or work. This program is a quick and convenient way to access the medical care you've come to trust from UCHealth.

Can my doctor prescribe medication after a Virtual Visit?

Yes. If your provider decides you need a prescription, he or she will send the order electronically to your pharmacy so it's ready to pick up when you arrive. However, please be aware that controlled medicines cannot be prescribed electronically.

What's the best way to connect with the Virtual Urgent Care?

The most reliable way to connect with the Virtual Urgent Care is through the UCHealth mobile app. We highly recommend conducting your visit through this app for the best experience.

I'm not very tech-savvy. Is Virtual Urgent Care right for me?

Yes! We designed the UCHealth app to be very user-friendly. Imagine Skype, but with a few more bells and whistles to give you and your medical provider everything you need to have a successful video visit.

What conditions can my doctor treat with a Virtual Urgent Care visit?

Currently we can safely treat the following conditions:

- Urinary tract infections
- Sinus infection
- Pink eye
- Sore throat
- Cough/cold
- Allergic reaction
- Cuts/scrapes
- Vomiting
- Diarrhea



Will insurance cover my Virtual Urgent Care visit?

Many health plans are adding virtual visits (telehealth) as a covered benefit. However, there are some healthcare plans that **do not** cover Virtual Visits such as **Medicare**.

For most insurance plans, we will attempt to bill your insurance - you will be responsible for your co-payment amount prior to seeing the doctor. However, if your health plan denies this charge you will receive a bill for this service. In most cases this will be no more than \$60. Also, please note that to bill medical insurance, a successful video connection must occur between the patient and the doctor.

I don't have insurance. Can I still be seen in the Virtual Urgent Care?

Yes. We have a "self-pay" option which costs \$49.

What if I need to cancel my Virtual Urgent Care appointment?

You can cancel your appointment through your My Health Connection account. If you are having difficulty doing this online, call the UCHealth operator at 720-848-0000 and he or she will get you someone who can help.

What if I have a question for my doctor after my Virtual Urgent Care visit?

If you have a follow-up question **within 5 days** of your visit, you have a couple of options. You can re-schedule a visit in the Virtual Urgent Care - if it's a question related to the same condition, you won't be charged for this visit. Or, you can call the UCHealth operator at 720-848-0000 and he or she will get you someone who can help.

Do I need any special equipment to be seen in the Virtual Urgent Care?

You do need a few basics: a computer with a working webcam and microphone, or a smartphone or tablet. If your computer or mobile device already has a camera and microphone, you shouldn't need any extra equipment to get started.

How can my doctor treat me without a physical exam?

Your doctor doesn't need an "in-person" physical exam to safely diagnose and treat many conditions. However, Virtual Urgent Care is **not** for medical emergencies or even complex conditions that require a full or detailed physical examination. In some cases, your doctor may ask to you to assist in a video-based exam, such as pushing on your own belly to look for pain, or taking your own pulse. Also, being able to see you by video or review any picture uploads often gives your doctor the information needed to make an accurate medical diagnosis.

Is my medical information secure?

Yes. Your Virtual Urgent Care visit is 100% HIPAA compliant, so any personal health information you provide is safe and secure.

Can my child be seen in the Virtual Urgent Care?

Yes, for some conditions. See above for a complete list of available conditions. Your child, however, **must have** a My Health Connection account to be seen. During registration, you'll be guided through how to register your child.

What conditions shouldn't be treated by a Virtual Urgent Care visit?

Sometimes a particular medical condition isn't right for a Virtual Visit. Your UCHealth doctor will review your medical questionnaire and history and help make that determination. If your doctor doesn't feel your symptoms are a good match for a virtual urgent care visit, you'll receive a recommendation on where to go for help.

