

# In-Person or Video Visits: What Option is Best for You



Video visits have saved patients the inconvenience of commuting to appointments, sitting in waiting rooms and shuffling around schedules to be seen by their provider. It's also made giving and receiving care safer for patients and providers during the pandemic.

The quality of care is the same if you're using the right type of visit for your medical concern. And video visits can connect you with your own GHC provider or a member of their care team through Video Visits with GHCMYChart<sup>SM</sup>. You'll get the same quality care that you'd get in-person at a GHC clinic, delivered online.

As safe and convenient as it is, **video visits are not a one-size-fits-all solution.** Some types of visits just don't work online.

**So, when should you see a provider online vs in-person? We've broken it down for you!**



## Video Visits: When Do I Use It?

What visit type to consider depends on why you need to see your provider.



### WHEN TO USE TELEHEALTH OPTIONS:

- Behavioral health treatment, including online therapy, counseling and medication management
- Follow-up visits after you've already seen your provider
- An exam of easily visible areas, like eyes or skin
- Prescription refills
- To manage chronic conditions like diabetes and asthma
- Colds, coughs and stomach aches
- Recurring conditions like migraines or urinary tract infections



### WHEN TO SCHEDULE AN IN-PERSON VISIT:

- Seeing a new provider for the first time
- Exams requiring physical contact, like feeling for a lump or listening to your lungs
- Lab tests, X-rays and other imaging scans
- Any urgent medical emergency
- Appointments for children
- Annual physical or wellness exams

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