

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



Video visits have saved members 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 members and providers during seasonal illness outbreaks.

The quality of care is the same if you're using the right type of visit for your medical concern. Video visits can connect you with your own GHC-SCW provider or a member of their care team through Video Visits with GHCMYChartSM. You'll get the same quality care that you'd get in person at a GHC-SCW 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
- To manage chronic conditions like diabetes and asthma
- Uncomplicated colds, coughs and stomach aches
- Recurring conditions like migraines or urinary tract infections
- Visits about learning, development, sleeping and parenting
- Care coordination visits when you have multiple health care issues
- Adult Annual Physicals
- Well Child Visits (if vaccines are not needed)
- Prescription refills



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
- Adult Annual Physicals
- Well Child Visits (Ages 2 and under or if vaccines are needed)
- Sports Physicals

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MK23-22-1(2.24)FL

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