

# GHCMyChart<sup>SM</sup>

## Video Visit FAQ



### How is a GHCMyChart<sup>SM</sup> Video Visit different from a GHC Care OnDemand<sup>SM</sup> visit?

GHCMyChart<sup>SM</sup> Video Visits are scheduled in advance with a GHC-SCW healthcare provider for routine visits and select specialty visits. GHC CareOnDemand<sup>SM</sup> visits are for when you or your family need urgent care. This is available 24/7/365 and gives you quick access to trusted health care providers and therapists.

### How do I schedule a video visit?

You can schedule a video visit over the phone by calling your clinic phone number listed below. You can also schedule a video visit via GHCMyChart<sup>SM</sup>. (Note: Members may be required to upload an image on GHCMyChart<sup>SM</sup> for scheduling a video visit relating to certain rashes or breakouts)

- Madison College Community Clinic: **(608) 441-322**
- Princeton Club West PT/OT Clinic: **(608) 662-5060**
- All Other GHC-SCW Clinic Appointments: **(608) 257-9700**

### Do I need to complete any pre-visit check-in materials?

Yes. You will be notified prior to your appointment to complete questionnaires and pre-visit steps. You must complete this online before your visit. This is very important and failure to do so will result in a delay of your appointment.

### How do I access my video visit?

You will access your visit by logging into your GHCMyChart<sup>SM</sup> account. It will be listed under your upcoming visits. Select "View Details" to test out your hardware and view instructions on how to get started. You can also watch the [How to Join a GHC-SCW Video Visit in MyChart](#) video for details. If you have any questions or concerns regarding your scheduled appointment, please contact your GHCSW care team.

### Can I invite others to join my Video Visit?

A proxy or proxies can join the same video visit if they are also GHCMyChart<sup>SM</sup> active. They can access the same video visit link by signing into GHCMyChart<sup>SM</sup> and going to the patient's appointment. This will work even if you are not in the same location. Patients are also able to invite proxies and non-proxies to the video visit from their GHCMyChart<sup>SM</sup> account in Appointment Details.

### Do I still have the option for an in-person visit at my provider's clinic?

Our providers will work individually with each patient to ensure their specific care needs are met. Call your GHC-SCW Care Team to learn more.

### What types of conditions are appropriate for a video visit?

Here are some of the common types of appointments that members can schedule a video visit for:

Preventive Health Exams (for 22+ years of age)  
Routine office visits for sudden, minor health conditions  
Follow up visits  
Health screenings  
Consultations with specialists

Dermatology visits  
Behavioral Health visits  
PT/OT visits  
Health Education visits  
Travel Medicine

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### What types of conditions are NOT appropriate for a video visit?

The following types of visits should not be scheduled as a video visit and should instead be scheduled in person:

- Medicare – Preventive Health Exams
- Moderate to severe symptoms related to Covid-19
- Well Child Checks, Physical Health Exam and Sports Physicals for patients 0-21 years of age.
- Any visit where lab work is required the same day
- Specialty Care such as Eye Care and Chiropractic visits (with the exception of some Dermatology, PT/OT, Behavioral Health and Health Education visits)

### What if I am unsure if a video visit is appropriate for my type of appointment?

Video visits are a convenient and effective option to diagnose and treat a variety of health conditions. If you are unsure, contact your GHC-SCW care team to discuss whether a video visit is appropriate.

### Does a video visit cost the same as an in-person visit?

For a visit with a GHC-SCW provider, the video visit is charged in the same way as an in-person visit, and the appointment claim is processed in the same way as an in-person visit. This means that you will owe the same out of pocket cost (co-pay, deductible and co-insurance) as you would for an office visit. If during the video visit your provider decides you need to be physically seen, you will not pay a second copay for your office visit.

### What technology do I need for my video visit?

You will need an internet connection and a device that includes a camera and a microphone. We suggest using a mobile device such as a smartphone or tablet for your video visit.

### What if I do not have an internet connection?

If you do not have the ability to connect to the internet during your visit, your provider may be able to complete the visit over the telephone. Please call your GHC-SCW care team and they will determine if your appointment is appropriate to have over the phone or if an in-person visit is necessary.

### What if I am having technical difficulties during the video visit?

Please call **(608) 828-4853** or **(800) 605-4327** and select option 2 to reach GHC-SCW's MyChart support team with any questions or to help troubleshoot.

### Why should I choose a video visit?

Video visits offer members an easy, simple option to see a healthcare provider, while still getting the exceptional care you expect from GHC-SCW.

### Can I still request a video visit if I am located outside of Wisconsin during the visit?

No, providers can only provide billable care to members who are physically in the State of Wisconsin, where they are licensed to practice. If you are not currently in Wisconsin during the time of your visit, please call your clinic or use GHCMyChart<sup>SM</sup> to reschedule.

# BETTER TOGETHER<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK20-143-2(12.24)FL

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