

Save time with MyChart eVisits!



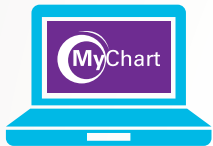
Any employee of your school district and their dependents with Dean Health Plan insurance are now eligible for our new eVisit option, providing convenient access to care for select conditions.

What is an eVisit?

An eVisit is an online visit through MyChart between you and one of our trusted providers about certain types of health problems. An eVisit may replace a visit with your primary care provider or Urgent Care – so, no need to wait for an appointment or leave your home/work when you aren't feeling well. A Dean provider on our eVisits team will respond to you within approximately two hours during eVisit hours.

eVisits are especially convenient when you need to communicate with a provider but don't want to talk about it on the phone or can't leave work.

eVisits are available for patients who have **established care with a Dean primary care provider** and who have an **active MyChart account**.



How do I sign up for MyChart?

▶ deancare.com/mychart

After you complete your request, you will receive an activation code via U.S. Mail; please allow several days for your activation code to arrive. Then activate your account to access eVisits! If you already have a MyChart account you may access eVisits now!

When should I consider an eVisit?

- When your schedule doesn't allow you to get to a clinic appointment or Urgent Care
- When you are traveling

Treatable conditions for an eVisit include back pain; cough and/or cold symptoms; fatigue; headache; heartburn; nausea, vomiting or diarrhea symptoms; red eye; sinus problems; urinary problems; and vaginal discharge/irritation.

How does an eVisit work?*

1. Simply log in to your **MyChart** account and select eVisit from the **Messaging** tab to begin.
2. Answer a few questions about your health concern and confirm information in your medical record.
3. A Dean provider will respond with medical feedback within approximately two hours during eVisit hours. You may be required to provide additional information about your condition, or the provider may advise you to schedule an appointment at your clinic for in-person care.

Please note: Dean Clinic reserves the right to decline an eVisit request for any reason. Dean Clinic also reserves the right to terminate an eVisit at any time and for any reason, including and without limitation, the conversion of the eVisit to a phone call and/or office visit. There may be times when care cannot be provided through an eVisit and you will be required to follow up in person.

If you are newly enrolled with Dean Health Plan, your option for an eVisit will become available after you register your new coverage and establish with a primary care provider at any of our Dean Clinic locations.

** This information applies specifically to Dean Clinic eVisits. If you see a non-Dean Clinic primary care provider who is a member of the Dean Health Plan network, they may have their own eVisit offering; please work with them to understand their program and specific requirements.*



eVisit Hours

You can expect a response from a provider with medical feedback within two hours of your eVisit submission. If you submit an eVisit outside of eVisit hours or on a holiday, you can expect a response by 10:00 a.m. the next eVisit business day.

Is there a Fee?

As an employee of your school district, you will have no copay for an eVisit—that means it's covered in full with zero out-of-pocket expense to you!

- ▶ 8:00 a.m. to 5:00 p.m., Monday–Friday
- ▶ 8:00 a.m. to 11:00 a.m. Saturday