

\$0 virtual care makes it easier to **get better soon.**

If you're feeling too unwell to leave the house, or can't wait to see your doctor, you can arrange a video visit with a practitioner from the comfort of your home. St. Luke's Advantage Rx (HMO) gives you access to St. Luke's On-Demand Virtual Care services on weekdays from 7 a.m. to 10 p.m. and on weekends and holidays from 8 a.m. to 8 p.m.

Log in to your MyChart account, describe your symptoms and you'll soon begin a video visit with a St. Luke's primary care practitioner. Virtual care visits* have a \$0 copay for Medicare Advantage plans, so you can focus on feeling better with fewer barriers.

If you're new to St. Luke's, you can also schedule a virtual new patient welcome visit to establish care.

A virtual care visit is a great option if you're experiencing:

- Back pain
- Coughing
- Stomach flu
- Eye irritation and redness
- A rash
- Sinus issues
- A sore throat
- Urinary tract infection (UTI)
- A positive COVID-19 test
- And more!

Please note: chest pain and severe headache require in-person evaluation.

What you'll need for your virtual care visit.

1. **A MyChart account.** Visit mychart.slhs.org/mychart/signup or call **208-381-9000 (TTY: 711)**, 7 a.m. to 11 p.m. on weekdays and 8 a.m. to 8 p.m. on weekends. Please allow time to set up your account before you try to schedule a visit.

If needed, you can also designate a family member or friend as a proxy in MyChart to help them actively participate in your care. You can learn how to set up proxy access online at: stlukesonline.org/mychart/mychart-proxy-access-instructions.

2. **A working camera and microphone.** You can use a desktop computer, laptop, tablet or smartphone for your appointment. We recommend using a tablet or smartphone, as they may be easier to use and most already have a camera and microphone.
3. **If you're using a tablet or smartphone for your video visit, download the MyChart mobile app.** The app is available through the Apple App store and Google Play store, and is required for video visits on a tablet or smartphone.
4. **If you're using a desktop computer or laptop, make sure you use a supported web browser.** Use Google Chrome, Firefox or Microsoft Edge on a Windows computer or Safari on a Mac computer.

When you're ready, log in to MyChart and select "Start Virtual Visit" from the main menu or "On-Demand Virtual Care" from the Schedule an Appointment page.

**You must be physically located in Idaho, Oregon, Washington, Utah, Nevada, Montana, Arizona or California at the time of your virtual care call.*



Disclaimers

St. Luke's Advantage Rx (HMO) is a Medicare Advantage plan with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in St. Luke's Advantage Rx (HMO) depends on contract renewal. This is not a complete description of benefits. Limitations, copayments and restrictions may apply. Benefits, premiums and cost sharing may vary by plan and county. By reviewing this brochure, you are not required to enroll.

For a complete description of what your plan covers, see the plan's Summary of Benefits (SB) or Evidence of Coverage (EOC) on our website: **medicare.stlukeshealthplan.org**. Limitations, copays, prior authorizations and restrictions may apply.

