



## **eVisits**

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Thank you for considering a HealthPartners Clinic. With eVisits it's even easier to stay on top of your health. Now, you can send secure, encrypted messages to your doctor anytime of day or night.

### **What you can do**

Email your doctor about:

- A non-urgent medical condition
- Managing or changing your medications
- Managing a chronic condition like diabetes or high blood pressure
- Recurring acute conditions like sinusitis or ear infections

### **What you cannot do**

Do not use eVisits for:

- Emergency or life threatening situations
- Conditions requiring a high visual component

### **How it works**

You initiate an eVisit if you think you need to talk to your doctor. Simply type a short message that describes your symptoms including the location, severity and duration. Also include any relevant medical or surgical history. If any of your medications have changed, be sure to document those changes in your message. We will respond to you within one business day.

### **What you get**

We're here to give you comfort and convenience. With eVisits, we make it easy for you to get the care you need whenever it's convenient for you. Avoid taking time off from work and waiting in lobbies. And, at the end of your eVisit you can expect to receive a summary of your care that includes a diagnosis, your doctor's assessment and your treatment plan including prescription medications if appropriate.

### **Cost**

For most HealthPartners insured patients, your regular office visit co-pay will apply. For all others, we will charge a \$35 fee per eVisit. If you have questions about eVisit coverage, please consult your health plan/insurer directly.