WCH Virtual Visits On Demand will Replace WCH TodayCare

*Effective December 18, 2021*

**DISCONTINUED**

**NEW**

Beginning on December 18, 2021 the WCH TodayCare Telehealth app and platform will be REPLACED with WCH Virtual Visits On Demand. This new platform will offer virtual access to WCH health care providers for non-emergency medical issues. WCH Virtual Visits are a convenient way to connect online with a WCH Health System provider from your smartphone, tablet or computer. It all begins with a WCH eCare patient portal account.

**WCH Virtual Visits On Demand Offers:**

- 5 days a week · **M-F: 6a – 4:00p** ·
- For any patient 18 months and older
- Most insurance plans cover the cost of a virtual visit
- If your insurance does not cover the visit, you will be charged a flat cash price of $50

**Step 1: Sign-Up for WCH eCare Patient Portal**

All WCH Virtual Visits On Demand appointments are conducted through your WCH eCare patient portal account.

If you do not have a WCH eCare account, you can create one by visiting https://www.woosterhospital.org/patients-visitors/patient-portal/.

- If you need assistance establishing a WCH eCare account contact our Health Information Management Department at **330.263.8615**. If you have forgotten your username or password, you can use our self-service feature by clicking on the **Forgot Logon ID or Forgot Password links**.

**Step 2: Download Meditech mHealth App**

For the BEST virtual visit experience download the Meditech mHealth app on your smart device.

1. Open the MHealth app on your device and log-in with your WCH eCare account username and password.
2. Alternatively, you can go to https://wchecare.org from any internet browser.
3. Click on the “See a Provider Now” icon
4. Follow the prompts to set-up your virtual visit
5. Follow prompt to allow access to your microphone, camera and speakers
6. Click “join” and you will be put in a virtual waiting room. For optimal video viewing quality for you and provider, please hold your mobile device horizontally – on its side.
7. Once the provider joins the visit, you can begin the virtual visit
8. When the visit is over, end the call

Note: If you get disconnected during the virtual visit, select “Rejoin” in the Meditech mHealth app to reconnect.

DO NOT DRIVE WHILE ENGAGING IN A VIRTUAL VISIT.

What kinds of symptoms or conditions are appropriate for a virtual visit?

- Burns
- Cough
- COVID-19
- Diarrhea
- Eye Redness/Discharge
- Insect bite/sting
- Minor skin injury
- Nausea/vomiting
- Rash
- Sinus Pressure/Post Nasa Drip
- Sore Throat

What if I need a prescription?

Your provider can prescribe to the pharmacy of your choice including the Wooster Community Pharmacy at WCH Health System. Our pharmacy offers free, convenient delivery. If your provider prescribes medication for you during your video visit, you can have your prescription delivered to your home or office for $5.00. The hours of operation for the delivery service is Monday-Friday from 7:30a – 4:00p. If during the delivery service hours, tell your provider you wish to use the service.
Some exclusions apply:

- **Virtual visits are not for medical emergencies. In case of an emergency, call 9-1-1.**
- If you are driving during a virtual visit, your doctor will end the visit immediately for your safety.
- **Virtual visits are available for patients located in the state of Ohio only at this time.**

**FAQ’s about WCH Virtual Visits on Demand:**

1. **Will I be able to see my provider through WCH Virtual Visits?**
   
   You will be seen by one of the WCH Health System providers, typically one of our highly skilled and qualified Advanced Practice Practitioners who provide care at the NowClinic Walk-In Care.

2. **How long do virtual visits last?**
   
   Visits typically vary just as if you were in the providers office. Since they are non-emergency issues, the visits tend to last about 15 minutes.

3. **Are virtual visits as good as in-person visits?**
   
   Patients are typically very satisfied with the care they receive through online visits. The provider will have a series of questions that he or she will ask you to help evaluate and diagnose your condition.

   Providers are allowed to prescribe medication through virtual visits.

4. **Will my insurance cover a virtual visit?**
   
   Virtual visits for WCH and BMS employees, spouses and dependent children will be covered 100% with no out of pocket cost. If you are your family member is not of the WCH or BMS health plan, your insurance will be billed. You will not be responsible for any amount not covered by your insurance.

   For non WCH and BMS employees and family members - Employers and health plans are adding telehealth as a benefit. After you enter your insurance information during enrollment we can check and see if you qualify. If your insurance provides coverage we will collect any co-pays due prior to the visit.