

VIRTUAL CARE FAQ

What is Parkview Employer Solutions Virtual Care?

Parkview Employer Solutions Virtual Care provides 24/7 access to a healthcare provider. By using a mobile device or a computer that has a microphone, camera, and an internet connection, you are able to have a medical video visit wherever it is most convenient for you.

What kind of care can I expect to receive with Employer Solutions Virtual Care?

Virtual Care providers offer adult and pediatric general medical care. For emergencies, please dial 911 or proceed to your nearest emergency room.

Common conditions treated include:

- Conjunctivitis (pink eye)
- Urinary tract infection
- Diarrhea/Nausea/Vomiting
- Headaches
- Influenza symptoms
- Cold/Cough (6 years of age or older)
- COVID symptoms with positive home test
- Sinus related symptoms
- Allergies
- Acne
- Dental pain
- Mild anxiety & depression
- Weight loss (if not actively prescribed medications)
- Medication checks and refills (must be on medication for longer than 90 days)
- Review of lab/imaging results

How quickly can I speak to a provider?

The average connection time is about 10 minutes. This fast, convenient connection allows you to get medical care without leaving home or interrupting work or travel. You will enter into an online “waiting room” while the provider reviews your symptoms. You can continue to use your phone or computer, and the provider will notify you when ready.

What are the hours of Virtual Care?

Parkview Employer Solutions Virtual Care is available 24/7, 365 days a year.

How much does a Virtual Care visit cost?

Virtual Care visits are free for members. Your employer pays for you to access this service. If you are uncertain of your eligibility, check with your Human Resources or Benefits team.

Does my geographic location matter for a Virtual Care visit?

Yes. Virtual Care visits are available in all 50 states. Virtual Care visits are not available when you are traveling outside of the United States.

How will I get my prescription from a Virtual Care visit?

When your visit is complete, the provider can prescribe medically appropriate short-term medications for a wide range of conditions. Your prescription can then be sent electronically to your desired pharmacy. Controlled substances cannot be prescribed through Virtual Care visits.

Parkview Employer Clinic eligible members:

If you are prescribed a medication during your virtual visit, you may be able to get your prescription from a Parkview Employer Clinic location. Your provider may let you know if your prescription is available through the employer clinic. If your virtual visit is after hours, you can contact your closest employer clinic location during business hours to see if the prescription is available. If you do not want to wait to contact the Employer Clinic, you can have the prescription sent to your pharmacy of choice, and you will be responsible for any associated co-pays.

How do I request a Virtual Care visit?

Visit Parkview.com/virtualclinichub to be directed to Parkview MyChart or log in to your MyChart account and access “Employer Clinic Portal” in the Menu.

If you do not have a Parkview MyChart account, you will need to sign up before you can use the Virtual Care service.

Do I need a Parkview MyChart account to access Employer Solutions Virtual Care visits?

Yes. Parkview MyChart is a secure and confidential web-based system that allows you to communicate with your providers and access many of your healthcare records. Parkview MyChart lets you get more from your healthcare when it's convenient for you. Parkview MyChart is the system that supports Virtual Care visits.

If you do not have a Parkview MyChart account:

1. Download the MyChart app via the Apple Store or Google Play under “MyChart.”
2. Create a Parkview MyChart account by registering on the mobile app or by visiting MyChart.Parkview.com.
3. If you need assistance setting up your Parkview MyChart account, contact 260-266-8700 or mychart@parkview.com.



How do I start a virtual visit for my child or dependent?

Log in to MyChart for your child with proxy access. Switch to proxy for your child **BEFORE** entering the queue. This will ensure that the visit is requested for the child and not the parent.

To request Proxy Access, the parent or legal guardian can log into their personal MyChart account, click on the Menu, and select “Proxy and Access Resources.”

Accessing Virtual Care Through Parkview MyChart

1. Login to your Parkview MyChart account via the app or MyChart.Parkview.com.
2. Navigate to the Menu and select “Employer Clinic Portal” under the Employer Solutions heading.
3. Select category A, B, or C based on your employer.



4. Select the “Virtual Visit” button.



5. Answer the prompts to enter the Virtual Care queue.
6. You must complete eCheck-In before joining the virtual visit.
7. Select the “Join video visit” button once your eCheck-In is complete and your provider has notified you to join the visit.