

E-Visit F.A.Q.

Frequently Asked Questions

Will I get to speak directly to the Health Care Provider during an e-visit?

A patient's interaction with the provider is through my chart messaging. It is not immediate instant messaging, but rather a typed message that you send to the provider using MyChart's messaging system. Upon review of the information, the Health Care Provider will reply in a message with instructions or further questions.

If submitted during the hours of operation, you are guaranteed a message response from the provider within 2 hours of your message being sent.

You will not be "talking" to the Health Care Provider via phone or an e-conference tool like Skype. The provider's response will be found in My Chart messaging.

Will I get a prescription as a result of my e-visit?

An e-visit does not automatically guarantee that you will receive a prescription for medication. The same evidence-based medical practices used in a regular doctor visit are applied to an e-visit. Medications are prescribed when they are appropriate.

(NOTE: Antibiotics are effective in combating bacterial infections. They are ineffective for viral infections. To learn more [click here.](#))

How will I know when the Health Care Provider has responded to my e-visit submission?

You will receive an e-mail alerting you to new info in your MyChart account.

Why are the number of conditions I can be seen for limited to just three?

We are in the test and development phase of our e-visit program. As we build the work flow and engage more care givers to participate, we will be able to expand our offering of condition types that are appropriate for an e-visit.

When and how do I pay for an e-visit?

You will need to pay for your e-visit using a credit card. Your card information is required prior to the e-visit but will not be billed until your e-visit is complete. If the provider should determine your condition is not appropriate for an e-visit or needs face-to-face follow up, your card will not be charged.

How safe is my personal and credit card information?

All your data is encrypted and protected so you can feel confident that your personal health information is secure and confidential. Our Terms of Service provides more information on how we protect the personal information provided through our website.

Why do you need my Credit Card prior to the e-visit? Can I wait and submit at the end of my visit?

An e-visit is like any product or service you might purchase online; a payment method is required before that product or service can be delivered.

Why can't I see my regular provider during my e-visit?

We are in the early development phase of our e-visit program. Currently we have a specific group of Monroe Clinic providers offering e-visit services. In the future, as the program expands you *may* have the opportunity to complete your e-visit with your primary care provider.

Remember, e-visits are designed to supplement your interactions with your primary care provider--providing you a convenient, low cost option for getting immediate care on certain conditions. Qualified providers will offer you that immediate help. While regular interactions with your primary care provider serve to help you manage your overall health.

Will e-visit information become a part of my medical record?

Yes. Your e-visit will be part of your medical record. This will help you and your primary care provider to accurately track your health history.

How do I access e-visits?

Once you log on to your MyChart account, a tab at the top of your home page is marked E-visit. Hover over the tab and click on the "Submit an e-visit" in the drop down menu that appears. Follow the instructions on the intro page and click NEXT. Read and accept the e-visit terms and conditions listed on the second page. This will take you to an E-visit Authorization page... and you are ready to begin.