

# Schedule a Virtual Visit with your CareMount provider



Healthcare That Revolves Around You.®

There is no higher priority than the continued healthcare you and your loved ones receive from CareMount Medical. We are working steadily to ensure that you remain connected to ALL of your CareMount providers during this public health crisis.

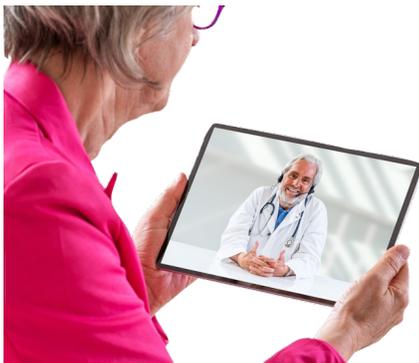
To help you maintain continuity of care while practicing "social distancing," your CareMount provider is ready to see you using a Virtual Visit.

Call CareMount Medical during normal business hours and request a Virtual Office visit with your CareMount provider. The office phone number is located on your provider's profile page on the CareMount [website](#).

Please visit our [website](#) for more information.

As the COVID-19 situation evolves, we will continue to provide you with important updates and information in the days, weeks and months ahead.

Thank you for being a valued patient of CareMount Medical.



## Virtual Visits

Schedule a visit while you're practicing "social distancing."

### What is a Virtual Visit?

Instead of traveling to your provider's office, you can video conference with your provider using your **mobile phone, computer or tablet device (equipped with a**

**camera**). You and your provider will be able to see and talk with each other in real time – so you can ask questions and have a conversation the same way you would in your provider's office. Your provider will review your condition, guide you about moving forward after a procedure or have a prescription sent to your pharmacy, as needed.

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### What are the benefits of a Virtual Visit?

- Use a Virtual Visit with your CareMount provider to get quality care without having any exposure to viruses and illnesses in the waiting room.
  - Specialties include internal medicine, pediatrics, OB/GYN, ophthalmology, dermatology and more than 50 specialty providers.
  - Know that your CareMount Virtual Visit will be included in your patient record.
  - Stay home. Eliminate the need to drive, secure childcare or take time off work.
  - Receive a consultation, diagnosis and prescription, as necessary.
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### What visit types can I schedule as a Virtual Visit?

Call your provider's office to determine if a Virtual Visit will work for you. The team will ensure that you get the right care, at the right place, at the right time.

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### Will my insurance cover a Virtual Visit?

There will be no charge at the time of your visit. Many insurance carriers will now cover this service, but you will still be responsible if the charge is applied towards your deductible. If your insurance carrier does not cover a “telehealth” visit, you will receive a bill for \$49.

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### How do I get started using Virtual Visits?

Call your CareMount provider DURING NORMAL BUSINESS HOURS to request a Virtual Visit. Then visit our [website](#) and follow the instructions to download the CareMount 24/7 app, create an account and prepare for your Virtual Visit. Click button below to get started.

[LEARN MORE ABOUT VIRTUAL VISITS](#)