



## *Greater Elgin Family Care Center*

Quality Health Care at Affordable Prices

### **Virtual Visits Now Available**

Greater Elgin Family Care Center is always ensuring that our patients are receiving the health care they need, including during the COVID-19 pandemic. We are pleased to announce that Greater Elgin Family Care Center is launching Virtual Visits on April 8th, 2020!

#### **What is a Virtual Visit?**

You might have heard of telehealth or telemedicine appointments. Well, Virtual Visits are just like that – during a Virtual Visit, you will have your appointment with your GEFCC provider over a video chat system while you remain at home. GEFCC has provided Virtual Visits for psychiatry patients for years. Now, Greater Elgin Family Care Center is expanding Virtual Visits to our medical and general behavioral health patients as well! Please note, if you are a new patient, you cannot be seen by a GEFCC practitioner through a Virtual Visit.

#### **How do I schedule a Virtual Visit?**

Call 847-608-1344 to schedule your appointment today! When you call for an appointment, our Phone Operators will let you know if your appointment can be done through a Virtual Visit or if you will be asked to schedule a face-to-face visit in a Greater Elgin Family Care Center Health Center.

#### **What types of appointments can be done via a Virtual Visit?**

Some appointment types are not available through a Virtual Visit. Below are appointment types that can be done through a Virtual Visit:

- Laboratory Results
- PAP Smear Results
- Mammogram Results
- Radiology Results
- STD Test Results
- FOBT (Stool Card)/Colonoscopy Results
- Prescriptions and Refills (the exception being controlled substances)
- Skin Conditions Such as Rash, Minor Burns, and Minor Wounds
- Musculoskeletal Conditions Such as Back Pain and Arthritis
- Gastroesophageal Reflux Disease
- Diarrhea and Constipation
- Uncomplicated Upper Respiratory Infection-Cough
- Sinusitis, Allergic Rhinitis
- Conjunctivitis
- Sore Throat
- Urinary Tract Infection Symptoms in a non-pregnant Patient
- Headache
- Insomnia
- Birth Control Advice
- Irregular Periods
- Psychiatry and Behavioral Health/Outpatient Therapy/Counseling

Our Call Center staff at 847-608-1344 will be able to tell you if your appointment type is eligible for a Virtual Visit.

### **What type of device do I need to use for my Virtual Visit?**

To participate in a Virtual Visit, you will need either a computer, a tablet or a phone (iPhone or Android). Once your visit is scheduled, you will receive an email with instructions on how to prepare your device for the Virtual Visit. For your first Virtual Visit, you should sign in 10 minutes early to test the audio and video on your device. If you are not signed into your appointment at least 5 minutes after your appointment is scheduled to begin, you will forfeit your appointment slot.

### **Virtual Visit Benefits**

- Receiving Greater Elgin Family Care Center's nationally-recognized quality care from the comfort of your own home
- No commute or need for transportation to a GEFCC Health Center
- No wait time
- Stay at home and protect your loved ones
- Same level of care, quality, and attention you know and appreciate

### **What is the cost of a Virtual Visit?**

Virtual Visits are available for patients with and without insurance and are the same price as a face-to-face visit in one of our Health Centers.

Greater Elgin Family Care Center's sliding scale discount is available for eligible patients who are seen by a GEFCC practitioner via a Virtual Visit. Amounts due from a patient after application of GEFCC's Sliding Fee Scale, and amounts due from patients with insurance who have an insurance co-pay, will be collected by our Billing Department through a follow up phone call.

**To schedule a Virtual Visit call 847-608-1344.**