

# Telehealth Services for PHP Members

## Talk to a provider anytime, from anywhere

When you or a family member are feeling under the weather, our telehealth service (through Parkview Employer Solutions Virtual Care) is a convenient, no-cost option for quality medical care. With this service, PHP members get 24/7 access to a provider through the convenience of video visits.

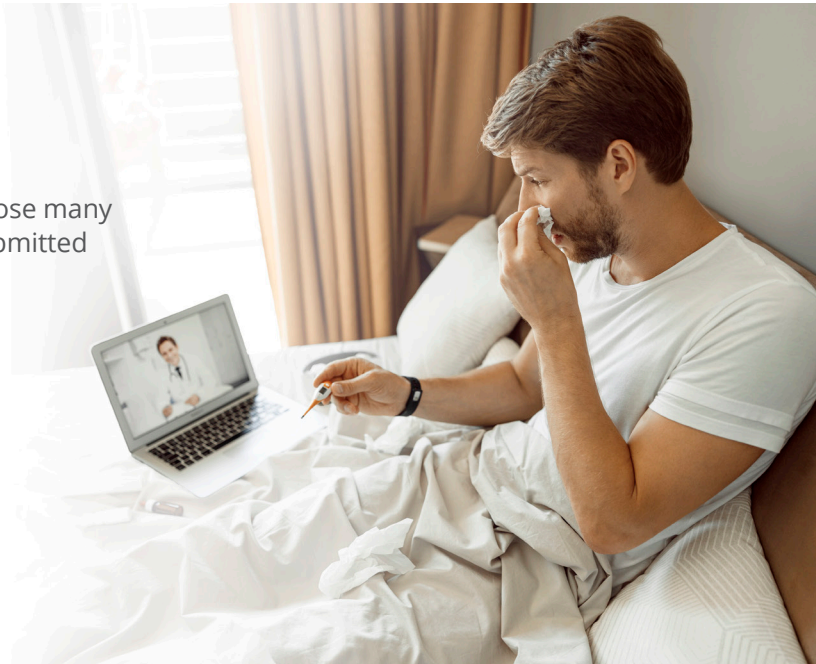
### No member cost sharing

to use Parkview Employer Solutions Virtual Care.

Providers are available around the clock to treat and diagnose many non-emergency health issues. Prescriptions can also be submitted directly to the pharmacy of your choice.

### Common conditions treated include:

- Cold, cough, and flu
- Allergies
- Pink eye
- Sore throat
- Respiratory issues
- Sinus problems
- Skin problems
- And more!



Get started today! Simple steps to start using this service



### Download the MyChart app

Available on both Apple App Store and Google Play under 'MyChart'.



### Parkview MyChart account

Login to or create a **Parkview MyChart** account by visiting [MyChart.Parkview.com](https://mychart.parkview.com) or by registering on the mobile app.



### Start a virtual visit

Launch a virtual visit on the **MyChart** app by selecting "PHP Telehealth" from the menu, or go online to [Parkview.com/phptelehealth](https://parkview.com/phptelehealth). Then answer the prompts to continue.

## For more information contact PHP Customer Service

For information regarding Parkview Employer Solutions Virtual Care or your PHP benefits contact PHP Customer Service at [260-432-6690](tel:260-432-6690) or [custsvc@phpni.com](mailto:custsvc@phpni.com).

Launch a virtual visit:



# Frequently Asked Questions

## What is Parkview Employer Solutions Virtual Care?

Parkview Employer Solutions Virtual Care service 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 consult methods are available?

Video visits are available from your smart phone, tablet, or computer.

## What kind of care can I expect to receive ?

Telehealth services provide adult and pediatric general medical care. For emergencies, please dial 911 or proceed to your nearest ER. Common conditions treated:

- Cold, cough & flu
- Allergies
- Pink eye
- Sore throat
- Respiratory issues
- Sinus problems
- Skin problems
- And more!

## How do I request a visit with a provider?

Visit [Parkview.com/phptelehealth](https://Parkview.com/phptelehealth) or the MyChart app and select “**PHP Telehealth**” from the menu. If you do not have a MyChart account you will need to sign up before you can use the telehealth service.

## 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.

## How will I get my prescription?

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 the telehealth service.

## I have the PHP Options network, can I still use this service?

Yes, all PHP members are eligible to use this telehealth service, regardless of the network you have.

## What are the hours of the telehealth?

Parkview Employer Solutions Virtual Care is available 24/7.

## How much does it cost?

This service is free for PHP members. There is no member cost sharing to use the telehealth service.

## Does my geographic location matter for a telehealth visit?

Yes. This service is not available when you are traveling outside of the United States.

