

Virtual Care Options

Care made easy. Anytime, anywhere.

When life gets busy, it can be hard to find time to meet with your doctor in person. But that doesn't mean you should miss out on getting the care you need. With Providence, you can connect in minutes via phone or video with a provider or a nurse.

During virtual visits, you can do things like:

- ✓ Discuss your symptoms, and review your medical history
- ✓ Get a new prescription or have a refill sent to your pharmacy
- ✓ Schedule lab tests, or other procedures
- ✓ Get advice on what to do next, like seeing a specialist

Virtual Care options offered through your benefits plan:



ExpressCare
Virtual



ProvRN



Telehealth

Virtual visits are easy to schedule, and you can be treated for more than you realize. Common conditions addressed at these appointments are:

- Cold, flu, and fever
- Laryngitis, bronchitis, and sinus infection
- Eye issues including infections, irritations, and pink eye
- Reproductive health, UTIs, and yeast infections
- Pediatric issues like skin rash and sore throat
- General health concerns and advice for next steps



ExpressCare Virtual

On-demand virtual care, from wherever you are.

This option offers free* virtual appointments for non-emergency issues nationwide. Connect from your phone or computer, 8 a.m. – 8 p.m. (Pacific Time), 7 days a week.

How to get started with ExpressCare Virtual:

- Visit Providence.org/Services/ExpressCare-Virtual
- Click “Start your visit now” and provide your information and symptoms.
- Talk with one of our providers who will diagnose and treat your concerns.
- Get your personalized care plan, which you can review online.

Have your Member ID when you’re making an appointment.



ProvRN

Talk to a registered nurse anytime. It’s a simple first step when you’re unsure if you need in-person care.

Providence nurses are available to discuss to your health concerns and help you figure out the best next step. Whether you have a sick newborn and need advice, or you’re just not feeling well, we’re here to support you. It’s free to all plan members and available 24/7.

How to reach ProvRN:

Available 24/7, just have your member number available and call **503-574-5620** or toll-free at **800-700-0481 (TTY:711)**.



Telehealth

Talk to your Primary Care Provider or specialist from wherever you are by phone or using video chat, like Zoom.

Ask your PCP about telehealth appointments for minor ailments, routine check-ups, or follow-ups. You can reach out directly to your provider or specialist to request an appointment.

*ExpressCare Virtual visits are free with most Providence health plans. HSA members must first meet the plan deductible, but the cost of an ExpressCare visit is significantly less than an office visit. Ancillary services, such as laboratory tests, may apply additional cost-shares.