MyHealth Online E-visits

The University of Vermont Health Network is now pleased to offer MyHealth Online E-visits to our patients. E-visits allow a patient to communicate with and potentially be treated by their provider via MyHealth Online, without having to call the office or travel to be seen. This reduces the time, cost, and inconvenience involved for these appointments.

If your care team suggests that you consider a MyHealth Online E-visit, here are answers to frequently asked questions:

**How does a MyHealth Online E-visit work?**
You log in to MyHealth Online and complete a symptom-based questionnaire, which is then routed to and reviewed by a provider. The provider then sends you a message back through MyHealth Online, along with a care plan and any related follow-up.

**How do I participate in a MyHealth Online E-visit?**
You must have a MyHealth Online account to use this service. Visit UVMHealth.org/MyHealth to create an account, if you do not have one.

**What symptoms can an E-visit be used for?**
Sinus problems, upper respiratory infections, cough, red eye, diarrhea and urinary problems.

**Can providers diagnose, write orders, prescribe medication and order refills through an E-visit?**
Yes. Providers have access to your electronic medical record. As with an office visits, the provider can electronically order prescriptions and write medical orders, such as lab tests, based on your specific needs.

**Who will see my completed questionnaire?**
Just like with all of your medical information, your questionnaire answers are private and confidential. They will only be seen by your care team. We use security methods to protect your privacy and the security of your health information.

**Will the E-visit be part of my medical record?**
Yes, this information will become part of your medical record.

**What does an E-visit cost?**
There is a $25 fee for each E-visit. You will be billed directly.

**What happens if, based on my E-visit, the provider needs to see me in-person instead?**
If, after reviewing your questionnaire responses, the provider determines that you need to be seen in-person, the office will call you to make an appointment. You will then not be charged for your MyHealth Online E-visit, but standard office visit fees will apply.