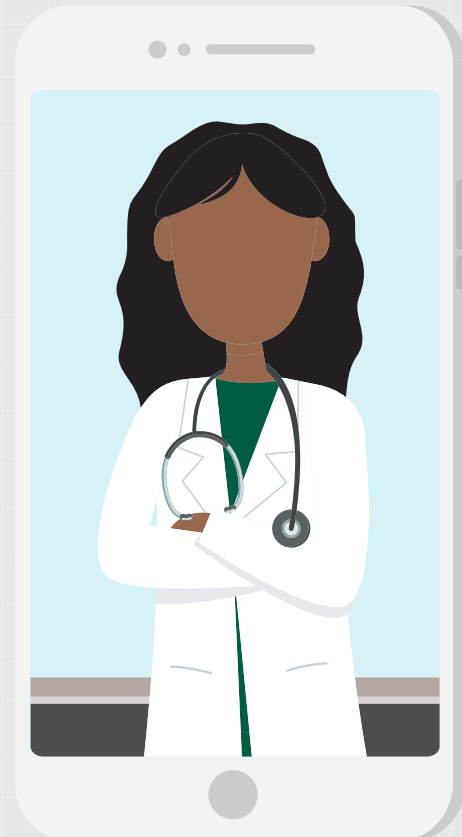


# A NEW FORM OF HOUSE CALLS



You're busy, I know, but I can save you time. Yes, visiting me, your physician, is convenient. I make house calls, so to speak. Instead of driving to my office, I can treat you at home – through a **virtual visit**, also known as **telemedicine**.



## MEGAN

Megan is the mother of young children. She works full-time and has little time to spare. When her toddler had what appeared to be pink eye, an **acute** and contagious condition, Megan immediately went to **MyChart**. She answered the series of medical questions in the **e-visit** portion of MyChart to determine if the condition could be addressed virtually. Megan snapped a photo of her child's infected eye and attached it in the email. As the **primary care physician** for Megan and her family, the MyChart email and photo came to me. I was able to look at the picture and make a **diagnosis**. I responded to Megan's email in MyChart as part of the e-visit and electronically sent a prescription for her daughter to her pharmacy.



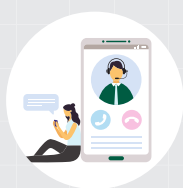
## DALE

Dale is a diabetic on insulin who visits my office every three months for follow-up on his **chronic** condition. When Dale was called to confirm his upcoming appointment, the staff gave him the option of a virtual visit. Dale chose to have a face-to-face **video visit** via camera to camera. I called Dale at the appointed time and he went through the same processes as in my office. From the comfort of his home, Dale used his tablet and had a virtual visit, which is suitable when a hands-on exam isn't necessary.



## RUTH

When Ruth called to make an appointment, she was asked a few medical questions about the reason for her visit. Based on her responses, Ruth's minor illness did not require her to leave her home for this appointment. She was scheduled for a **telehealth** visit. Ruth's appointment worked the same as if she came into my office. The call started with verifying her address and date of birth. In the next step, a nurse reviewed Ruth's current medications and symptoms. When I got on the call, we talked in detail about the medical reason for her appointment. I gave Ruth medical advice and told her I'd send a prescription to her pharmacy.



### VIRTUAL VISIT

The patient and the provider are in different locations but the visit is similar to an in-person visit.



### TELEMEDICINE

A virtual form of healthcare delivery that is conducted via telephone, mobile device, tablet or home computer.



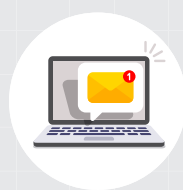
### ACUTE

Sudden pain or sickness from a condition that is a result of disease, trauma or recovering from surgery.



### MYCHART

A secure app to store your medical records, schedule an appointment and message your provider.



### E-VISIT

A visit with a provider through emails.



### PRIMARY CARE PHYSICIAN

First to contact – often referred to as family practice or internal medicine doctor who you see for general check-ups and when you get sick.



### DIAGNOSIS

Identifying an illness based on symptoms, observation and/or testing.



### CHRONIC

Condition that lasts one year or more and requires ongoing medical management.



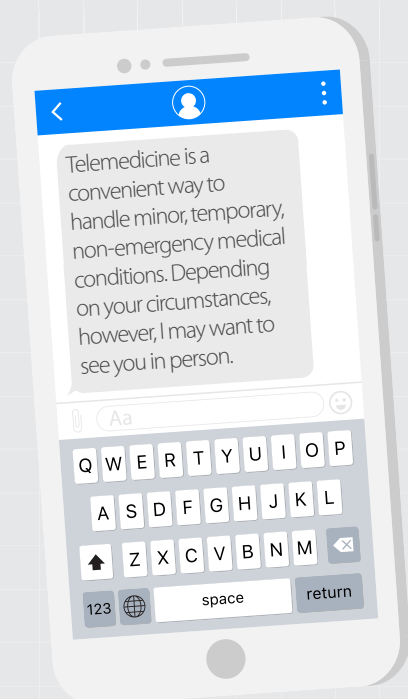
### VIDEO VISIT

A face-to-face visit with a provider via video.



### TELEHEALTH

A visit with a provider conducted by telephone.



**Genesis**  
HEALTHCARE SYSTEM

**Better Begins Here**