

ABOUT eCARE VISITS

What is an eCare visit?

An eCare visit is a convenient way to have an appointment with a primary care physician without traveling to the doctor's office. There are two types of eCare visits:

- **Telephone visits:** your doctor calls you at a scheduled time and you have your appointment over the phone. You will need to provide a phone number for the doctor to reach you.
- **Video visits:** you and your doctor will have an appointment over video conference (similar to Skype) at a scheduled time. You will need to provide a phone number for the doctor to reach you in case there is an issue with the video connection.

How do I know if an eCare visit is right for me?

eCare visits are a great way to receive care from your doctor, but they are not always the appropriate type of appointment. eCare visits are ideal for:

- Following-up on a condition or health issue
- Discussing a new health issue that does not require a physical exam in the office

Please be aware that based on your condition, a physical exam may be necessary. eCare visits are not appropriate for any health issue that you need a physical examination for, and they are not appropriate for emergency situations. If you are experiencing a medical emergency call 911 right away.

Does my clinic offer eCare visits?

Telephone and video visits are currently available at Stanford Primary Care, Portola Valley, Stanford Express Care, and Stanford Concierge Medicine.

What is the difference between an eCare appointment at Portola Valley, Express Care, or Concierge Medicine?

While each of these clinics offer eCare visits, there are differences between how they are designed to provide care.

Please read the descriptions below to decide which clinic is right for your specific situation:

- **Stanford Primary Care, Portola Valley** offers comprehensive primary care services to children and adults, similar to a private practice. Once you establish care at Stanford Primary Care, Portola Valley, you will have one physician who follows your care regularly and provides ongoing treatment. Your eCare visit will be with your primary care physician.
- **Stanford Concierge Medicine** also offers primary care to adults and children, but has a monthly retainer fee that provides enhanced access to doctors and services. Your eCare visit will be with your Stanford Concierge Medicine physician
- **Express Care** is designed for one-time visits, offering care when your primary care physician isn't readily available. The clinic, located near the SHC campus, offers same-day and next-day appointments for minor aches and pains, illnesses, injuries, and skin conditions. You will be seen by one of the express care physicians for your appointment,

but will not receive ongoing care. If you don't have a primary care physician, one can be recommended by the Express Care medical team.

FREQUENTLY ASKED QUESTIONS

How do I schedule an eCare visit?

The easiest way to schedule an eCare visit is to use your MyHealth account. MyHealth will prompt you to select an eCare visit when scheduling a visit at Express Care or when scheduling a return primary care visit. If you do not have a MyHealth account, visit the MyHealth website to set one up. You can also schedule an eCare visit by calling **650.736.5211**.

What do I need to do to prepare for an eCare visit?

If you are a new Stanford patient, you will receive a brief questionnaire about your medical history. Just login to MyHealth and complete the questionnaire before the start of your appointment. See technical guidelines for more information about any equipment you may need to have for your eCare visit.

Does my insurance cover eCare visits?

eCare is available to patients with most commercial insurance coverage, including Stanford HealthCare Alliance members. eCare visits are not a covered benefit for patients with Medicare, Medi-Cal, or Kaiser Permanente insurance coverage.

How much does an eCare visit cost?

Like an office visit, eCare visits are subject to your insurance benefits, including any copay or coinsurance responsibility. The copay or coinsurance for an eCare visit will be the same as an in-person primary care visit with your existing insurance plan. If your insurance has recently changed, you can request an update to your insurance coverage in MyHealth by selecting "Update My Insurance" under the Billing Center menu.

TECHNICAL GUIDELINES

What are the technical requirements or equipment needs for a telephone visit?

A clear telephone connection is all you need for an eCare telephone visit. You will need to provide a phone number for the doctor to reach you at the time of your appointment. We recommend that you provide a number that has clear reception and can reach you in a place that is private enough for you to comfortably discuss your health questions with your provider.

What are the technical requirements or equipment needs for a video visit?

You will need to have a computer, webcam, and internet connection for your eCare video visit.

Minimum requirements include:

- Flash 11
- WebCam
- Internet connection 1.0mbps or greater (Cable Modem or faster)

Once you schedule your appointment, you will be able to test your equipment to ensure that everything is working properly. You will be asked to provide a back-up telephone number where your doctor can reach you if there are issues with the video connection. We recommend that you have your video visit in a place that is private enough for you to comfortably discuss your health questions with your provider.