

IU Health On-Demand Virtual Visits: Step-by-step instructions

From anywhere in the state of Indiana, people ages 2 years and older have access to IU Health On-Demand virtual visits, which offer convenient access to highly skilled providers from your smartphone, tablet or computer. When you need care, use on-demand visits to connect with an IU Health provider, who will review your history, assess your symptoms and answer questions. A few minutes later you'll have a diagnosis and instructions for treatment (must physically be in the state of Indiana).

On-demand visits are available 24 hours a day, seven days a week and cost just \$59 when choosing to self-pay. All major payers accepted, including IU Health Plans, Anthem, United Healthcare, Aetna, Cigna, Humana, Medicare, Medicaid, Managed Health Services and CareSource. Final cost with insurance may vary.

Common conditions treated

- Allergies
- Bladder, yeast, urinary infections
- Cough, cold, flu
- COVID-19
- Eye pain and redness
- Fever
- Headaches
- Hives and rash
- Minor cuts and burns
- Nausea, vomiting, diarrhea
- Sinus pain and drainage
- Sprains and strains

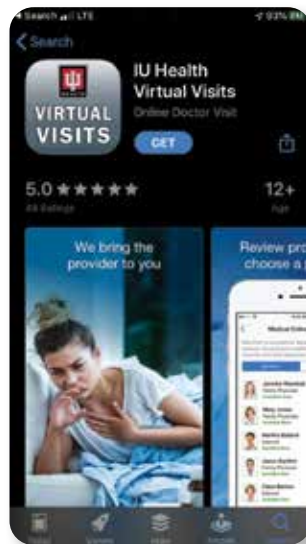
Download and first-time registration

Step 1

Go to the App Store* and download **IU Health Virtual Visits**. Or scan the QR code below to download the Virtual Visits app.



Note: Wi-Fi connection is recommended for download.
*Also available for Android devices on the Google Play store.



Step 2

Log in or sign up with the link on the bottom.

Important registration information

When enrolling, make sure to **enter your legal name, date of birth and information as it appears on your insurance card** (name, subscriber ID, etc.). This ensures the on-demand provider has access to your IU Health medical records. In addition, notes from this virtual visit will be available for your other IU Health providers.

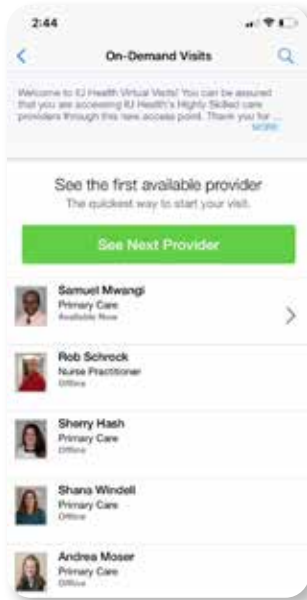


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Step 3

Click **See Next Provider**.



Step 4

Fill out the information below, if this is for someone other than yourself, be sure to choose the person being seen for the visit. The next few screens will ask you questions about the patient's medical history, condition's and medications.



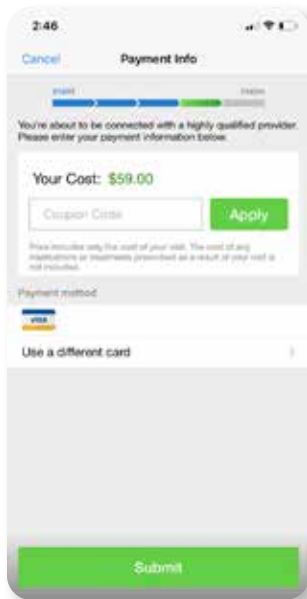
Step 5

Fill out your insurance information if you have it. If not, skip this step.



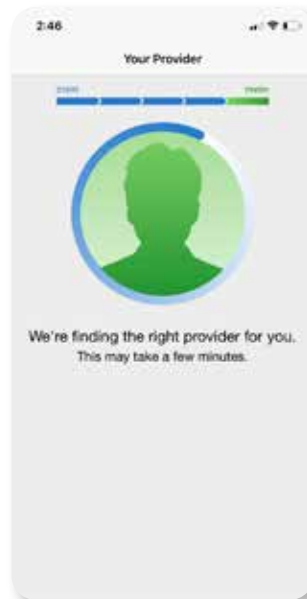
Step 6

Add your payment information, then click **Submit**.



Step 7

We will work on connecting you with a provider.



What you will need to have a successful virtual visit:

- A high-speed Internet or cellular connection
- A well-lit, comfortable place that is free of distractions
- A fully charged device with a camera/microphone
- A private, confidential place to talk with your provider about your healthcare information



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