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. Once your visit is complete, you'll have a diagnosis and instructions for treatment (must physically be in the state of Indiana).

On-Demand visits are available seven days a week from 8 am – 8 pm and cost just $59 when choosing to self-pay. All major payers accepted, including Anthem, United Healthcare, Aetna, Cigna, Humana, Medicare, Medicaid, Managed Health Services and CareSource. Final cost with insurance may vary.

Each person's health is unique, and so are their treatment needs. In some cases, we may need you to complete lab tests to diagnose your condition. If a prescription is required, we will send it to a pharmacy of your choice.

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

Antibiotic stewardship

When it comes to antibiotics, it's crucial to understand proper usage and potential risks. Antibiotics do not work against viral infections, such as the common cold or flu. When antibiotics are taken when they aren't needed, resistance to them can develop, which may have serious long-term implications to your health. Using antibiotics responsibly keeps their effectiveness when needed later.
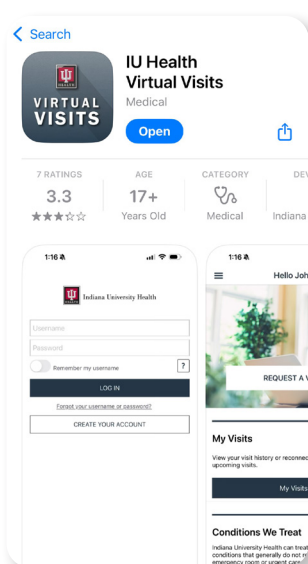
Download and first-time registration

Step 1

To download the **IU Health Virtual Visits** app, go to the App Store for Apple users or the Google Play Store for Android users.

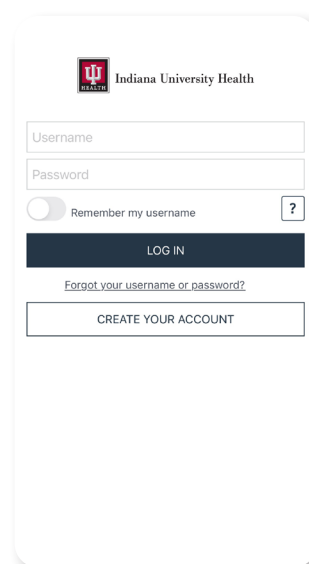Note: A Wi-Fi connection is recommended for the best possible experience.

Step 2

Log In or **Create Your Account**.

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.
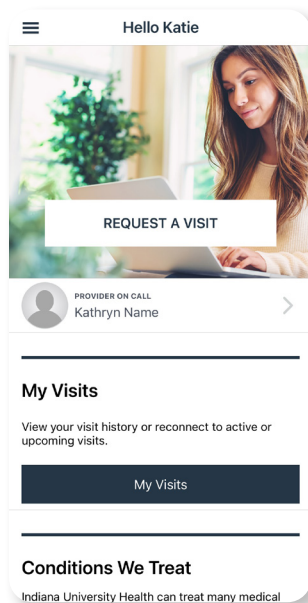
Indiana University Health
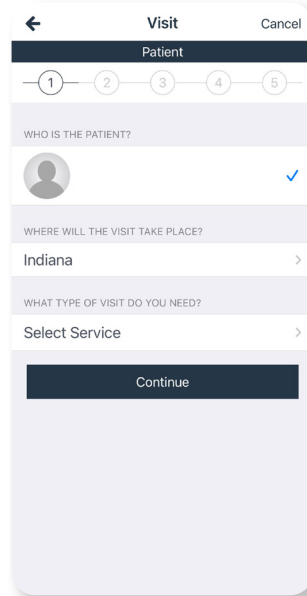
iuhealth.org/virtualvisits

Step 3
Click **Request a Visit**.

Hello Katie

REQUEST A VISIT

PROVIDER ON CALL
Kathryn Name

My Visits

View your visit history or reconnect to active or upcoming visits.

My Visits

Conditions We Treat

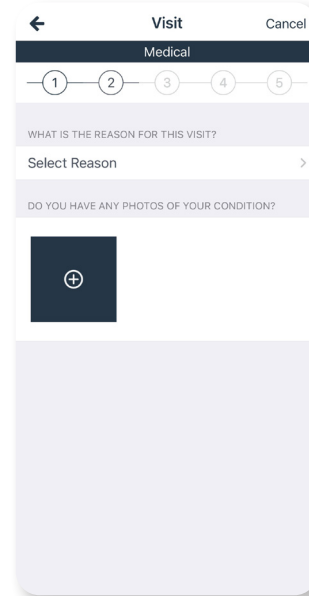Indiana University Health can treat many medical

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, conditions and medications.

← Visit Cancel
Patient
① ② ③ ④ ⑤

WHO IS THE PATIENT?
✓

WHERE WILL THE VISIT TAKE PLACE?
Indiana ›

WHAT TYPE OF VISIT DO YOU NEED?
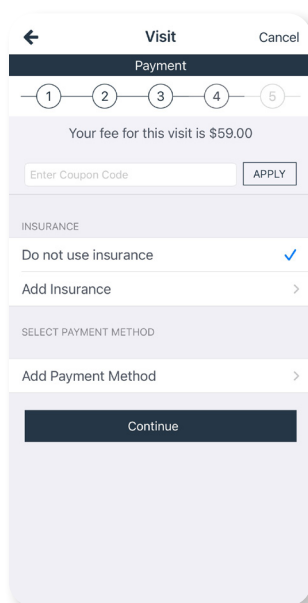Select Service ›

Continue

Step 5
Please select a reason for your visit. Then you will have the option to select a pharmacy you would like to use if a prescription is necessary in your treatment plan.
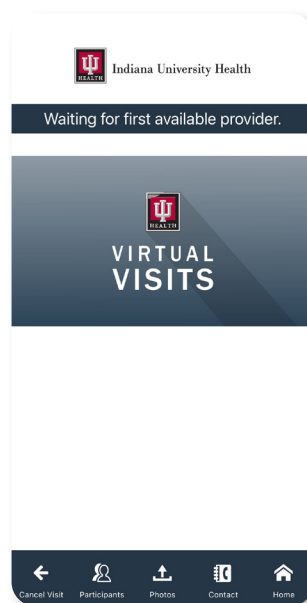
← Visit Cancel
Medical
① ② ③ ④ ⑤

WHAT IS THE REASON FOR THIS VISIT?
Select Reason ›

DO YOU HAVE ANY PHOTOS OF YOUR CONDITION?
⊕

Step 6
Add your insurance information and payment method.

← Visit Cancel
Payment
① ② ③ ④ ⑤

Your fee for this visit is $59.00

Enter Coupon Code | APPLY

INSURANCE
Do not use insurance ✓
Add Insurance ›

SELECT PAYMENT METHOD
Add Payment Method ›

Continue

Step 7
After verifying your information, you will be connected to a virtual waiting room where you will wait to be seen by a provider.

Indiana University Health

Waiting for first available provider.

VIRTUAL VISITS

← Cancel Visit | Participants | Photos | Contact | Home

What you will need to have a successful virtual visit:
- A high-speed internet or cellular connection
- If using a mobile connection, find a strong signal and stay in one location
- A sufficiently charged device with a camera/microphone
- A private, confidential, well-lit, comfortable place that is free of distractions place to talk with your provider about your healthcare information

Indiana University Health