

Quick, convenient care without having to leave your home.

Eligible conditions for treatment with HealthVisits include:

- Acid Reflux or Heart Burn (GERD)
- Allergies/Hay Fever
- Athlete's Foot
- Canker or Cold Sore
- Cold
- Constipation
- Diarrhea (Irritable Bowel Syndrome)
- Diaper Rash
- Female Bladder Infection (UTI)
- Influenza (Flu)
- Influenza Prevention
- Jock Itch
- Pink Eye (Conjunctivitis)
- Ringworm
- Sinus Infection
- Tinea
- Vaginal Yeast Infection



844.4EVISIT
affinityhealth.org/healthvisits



HealthVisits

Online Care Provided by
Affinity Medical Group



PINK EYE
COMMON COLD
SINUS INFECTION
SEASONAL ALLERGIES
CLICK. CARE. CURED.

Online Diagnosis and Treatment

Affinity **HealtheVisits** is a convenient and cost effective way for the public (ages 2 to 65) to receive healthcare from an Affinity Medical Group clinician for common conditions that can be safely and accurately diagnosed online. All you need is an internet connection and less than 10 minutes to complete an online interview process that collects information related to your condition. Some conditions do require an age requirement to be safely diagnosed and treated online. To view age requirements or to launch your HealtheVisit, please go to affinityhealth.org/healthvisits.

Who is eligible to participate?

HealtheVisits is available to all Wisconsin residents and visitors - their spouses and dependents (age 2 to 65) regardless of insurance or if they have an Affinity Medical Group clinician. To initiate an online visit, you must physically be in Wisconsin. HealtheVisits is an option for patients who are generally healthy and meet the criteria for online treatment. Some conditions do require an additional age requirement to be safely diagnosed and treated online.

How do I create an account?

The first time you log on, you will need to create an account. Anyone over the age of 18 may create their own individual account or choose to be part of a shared family account.

Family Account - Privacy

Once you setup an account for yourself, you will be able to add people to your account (spouse and/or dependents). Please understand that a shared family account and all medical history will be viewable by the account holder. It is recommended to keep dependents/children under one account.

What are the hours of operation?

The hours of operation are 7 a.m. - 10 p.m., seven days a week. You can submit a request at any time. If you submit your request during the hours of operation (7 a.m. - 10 p.m., seven days a week), an Affinity Medical Group clinician will respond to your request within 60 minutes via email with a diagnosis and treatment plan. If you need a prescription, the clinician will send it to the pharmacy of your choice. If you submit a request outside the hours of operation, your request will be followed up with during the hours of operation.

What is the cost?

Each HealtheVisit costs \$35 (out of pocket), and you can pay with a credit card, debit card or a health savings account card. This is a non-covered (not covered by health insurance) benefit; however, you can submit the cost of the visit to your Health Savings Account (HSA) or Flexible Spending Account (FSA) for reimbursement. This is an out-of-pocket expense that won't apply to your deductible.

Can I get a prescription?

Affinity Medical Group clinicians can prescribe medications if you need them. HealtheVisits is designed to treat minor health conditions. We do not provide prescriptions for pain medications or narcotics. Affinity HealtheVisits is not an online pharmacy. You are responsible for the cost of any prescriptions, over-the-counter treatments or follow-up visits you may need.

Can I use any pharmacy?

Yes, it is up to you to choose from the list of pharmacies to receive your prescription. It is your responsibility to check with your current insurance carrier to ensure you are using an in-network (covered by insurance) pharmacy location. Your benefits and out-of-pocket cost for your prescription questions can best be answered by contacting your health insurance carrier's customer support number located on the back of your insurance card.

Is my personal information safe?

Yes, all your data is encrypted and protected, so you can feel confident that your personal health information is secure and confidential. Please go to healthvisits.org to view the Terms of Use for more information on how the personal information provided through the website is protected.

Browsers Supported

HealtheVisits requires you to use a modern browser. To ensure your data is secure and your HealtheVisit experience is pleasant, please use one of these recommended browsers: Internet Explorer 9 or newer, Chrome or Firefox. If you do not have any of these browsers, you can download most for free.

Customer Service Questions

The patient support line is **844.4EVISIT** and the hours of operation are 7 a.m. - 10 p.m. They can answer questions regarding the website and any technical issues patients might experience.

