

Could a virtual visit be the care you need?

VIDEO [Health Plan of Nevada logo, A UnitedHealthcare Company, #TakingOnHealthy]

[What is a Virtual Visit?]

[Dr. Lo Fu Tan, MD, MS, FCFP
Medical Director, On-Demand Medicine
Southwest Medical, Part of OptumCare]

Dr. Tan So a virtual visit, or as we call it, a NowClinic® visit is a high-definition audio visual visit. People will have coughs and colds that have come on. They might have a new skin rash that they're worried about. The people who perform these visits are providers, physicians, nurse practitioners, physician assistants, and these are well-trained, experienced providers who are dedicated to doing these virtual NowClinic visits.

A virtual visit works like this: the patient downloads an app to their phone or to their computer. They enroll, and they can begin a visit just by clicking on the app.

VIDEO **[What are the benefits of a virtual visit?]**

Dr. Tan I think one of the benefits is that it's, one, very convenient, but from the quality perspective, most of these conditions do not need to be seen in person. If they're conducted with high quality video, being able to see that patient and talk to them gives you an incredible amount of information. We just don't get that opportunity in other clinic settings. The one thing I really want people to know is that it's incredibly convenient and accessible. Our service is 24 hours a day, 365 days a year. Patients can get on within a few minutes and it can be done anywhere.

VIDEO **[The proof is in the patients]**

Dr. Tan I've got lots of great success stories but the one that I like to tell people about is the young woman that I saw recently who called in because she was concerned about one of her children with a fever. It really was not an issue, the child did not have anything serious going on. The child looked perfect in high definition video and we were able to have a frank discussion about some of her concerns. And, if you look at it from the point-of-view of giving that mom reassurance, plus the convenience of not having to wake up two other children. From my perspective, that's a huge success and great for patient care.

VIDEO [Health Plan of Nevada logo, A UnitedHealthcare Company, #TakingOnHealthy]

[©2018 Health Plan of Nevada]



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

[NowClinic virtual visits are not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances. NowClinic services may be covered by some health plans; copays and deductibles may apply. Member under the age of 18 must have a guardian contact NowClinic customer support for assistance in enrolling for their account. Customer support can be reached at 877-550-1515.]



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company