

E-Visit and Evaluative Messaging in MyChart (EMM) Digital MyChart Evisit Terms and Conditions

E-Visits (electronic visit) and Digital MyChart Evisit (EMM) may be available to **established** patients for **some non-emergent** health issues. If you are experiencing a medical or mental health emergency or urgent symptoms such as shortness of breath, chest pain, dizziness, weakness, confusion, high fever, sudden or major bleeding, severe rashes or hives, severe allergic reactions, or any other symptoms that might suggest a serious condition, **VISIT THE NEAREST HOSPITAL EMERGENCY DEPARTMENT OR DIAL 911 IMMEDIATELY.**

An E-Visit or EMM between a patient and provider may be used for routine health issues instead of calling your clinic or scheduling an appointment. You will answer a series of questions in MyChart. The answers, along with your medical record information, may be used by the provider to assess and treat you. The provider may terminate the E-Visit or EMM exchange and advise you to seek treatment from an in-person provider or the closest emergency department if at any time he or she determines your condition requires further evaluation, urgent and/or non-emergent.

Your E-Visit/EMM will be handled by a MUSC Health physician, physician assistant, or nurse practitioner who works in an MUSC Health urgent care, emergency department or primary care clinic.

The charge for E-Visit/EMM will be approximately \$25.00.

You will not be charged until the service is completed by the provider and deems the condition diagnosable and treatable via E-Visit/EMM. If the E-Visit/EMM is terminated by the provider, you will not be charged. Many insurance companies do not cover E-Visits/EMM. If and when your insurance company adds E-Visits/EMM to their list of covered benefits, MUSC Health will seek reimbursement for covered services from the insurance company and you will only be financially responsible for the portion of the service not covered by insurance. Charges related to pharmacy, labs, x-rays or other tests will be billed separately.

While E-Visits/EMM offer many benefits and are a flexible and convenient alternative to office visits, for your own health and safety, it is important for you to understand when **NOT** to use E-Visits/EMM.

For Routine Visits or questions only: E-Visits/EMM are for routine concerns only and are **NOT** a substitute for regular in-person visits to your physician. We still want to see you in the clinic. In an E-Visit/EMM, your physician relies on the information you provide, therefore, you should only use E-

Visits/EMM for routine health issues you are sure you can fully and accurately describe. If you do not describe an important symptom, your physician may not be able to provide you with the appropriate recommendation.

Not for Emergencies: E-Visits/EMM may not be used for urgent or emergent issues. Your provider may terminate an E-Visit/EMM and refer you to the most appropriate health care setting.

Response Time: Unforeseeable system failures or other service interruptions may slow or prevent E-Visit/EMM exchanges. Response times are not guaranteed, but we will strive to respond to your E-Visit request within four (4) hours from 7am-5pm Monday – Friday. If a request is submitted after the designated times, requests will be responded to the following business day. **EMM requests may take longer.**

Rules: E-VISITS/EMM MAY NOT BE USED IF YOU HAVE MOVED OR RESIDE OUTSIDE OF SOUTH CAROLINA. E-Visits/EMM may not be used to send requests about someone else's health or on behalf of someone else.

Uses and Disclosures of Your Information: E-Visits and messaging exchanges with your provider are part of your permanent medical record. This information is generally held confidential, but may be used and disclosed by us in accordance with our Notice of Privacy Practices ("Notice"). Our Notice can be accessed at <http://academicdepartments.musc.edu/musc/about/compliance/privacy.html>.

Additionally, non MUSC healthcare providers, such as your primary care physician who may not practice at MUSC, will be able to access your MUSC records electronically through the physician portal known as MUSC Care Link or through a Health Information Exchange.

Consents: By clicking "Accept" below or using the E-Visit/EMM service, you acknowledge and agree to comply with these Terms and Conditions in addition to the previously accepted MyChart Terms and Conditions of Use. You acknowledge the practice of medicine is not an exact science and there is no guarantee any particular treatment will be successful. You understand and give authorization for your MUSC provider to access information from an online pharmacy database about medications you may be taking for the purpose of continued treatment. You also consent to MUSC billing your insurance company and releasing your information to your insurer as necessary for billing purposes.

What to expect during an E-Visit:

After accepting these terms and conditions, you may be asked for your credit card information which will place a pending authorized charge on the account. You will not be charged until the service is completed by the provider and they deem the condition diagnosable and treatable via E-Visit but an authorization hold may be placed on your card. **If you do not complete the E-Visit, you will not be charged.** If you are redirected to the clinic, you also may not be charged. During your visit you may be

asked for medication lists and insurance details. Please be prepared to fill in this information, as you cannot save your progress and finish later. Depending on the steps presented and questions asked about your symptoms, it can take 10-20 minutes to complete your E-Visit request.

What to expect during an EMM:

After accepting these terms and conditions, and where services are provided, MUSC Health will seek reimbursement for covered services from your insurance company and you will only be financially responsible for 50% of the charge not covered by insurance, approximately \$25.00. Depending on the steps presented and questions asked about your symptoms, EMM exchanges may take longer than E-Visits. You may be asked for your insurance details or medication lists.

You should expect a response from our staff within 4 hours of your submission, Monday - Friday 7:00 am to 5:00 pm, but this wait time may vary.