

**HAP
IS HERE**

With quick tips on how to use virtual care

There are four convenient ways to see a Henry Ford Health System doctor any time, any place you need care, through MyChart.

Video Visit On Demand: A video chat with a Henry Ford doctor 24/7 through your mobile device or computer.

Scheduled Video Visit: A video appointment scheduled with your Henry Ford doctor for routine or follow-up care.

Clinic-to-Clinic Scheduled Video Visit: A scheduled appointment at a local clinic where a Henry Ford team member helps to connect you by secure video to a specialist at some other location.

E-Visit: Send your non-urgent symptoms through a secure patient portal online form to your Henry Ford doctor.

Learn more: henryford.com/virtualcare

To use Henry Ford Health System virtual care, you need a Henry Ford MyChart account, which is:

- a convenient way to manage healthcare and connect with Henry Ford doctors
- safe and secure
- free to use
- available 24/7

In addition to virtual care services, MyChart lets you:

- Make or cancel appointments
- Consult your doctor through secure messaging
- Make a personal health record to organize health information
- Download health records
- View lab or test results
- View and pay bills online
- Sign up for paperless billing
- Ask for a prescription renewal
- Manage the health of children or a loved one with the proxy feature
- Get health education information
- Use all MyChart accounts with one username and password
- Use the mobile app to use MyChart on a smartphone or tablet

Log in or create your MyChart account at: mychart.hfhs.org/mychart/

Concierge phone number for personalized care and support

Call **(888) 427-9473** to speak with a customer service specialist who can answer all of your questions. If you call after hours, you can leave a message and your call will be returned the next day.

- Make appointments to visit a provider.
 - Monday-Friday, from 7 a.m. to 5:30 p.m.
- Learn about your HAP benefits, claims, ID card, etc.
 - Monday-Friday, from 8 a.m. to 7 p.m.

Important information for you to know about Virtual Care through the Pivotal plan:

- Pivotal providers: \$0 copay for virtual care.
- While traveling outside the state of Michigan, Pivotal members can take advantage of HAP's contracted rate with Amwell (American Well) to provide urgent telehealth services.
- Not all providers in the Pivotal network offer virtual care services and not all services can be performed virtually.