



Frequently Asked Questions

What is a MemorialCareNow visit?

MemorialCareNow provides real-time access to a provider via video chat with a smart phone, tablet, or computer 24 hours a day, seven days a week.

Who is eligible for a MemorialCareNow visit?

Any **Memorial Health System employee** is eligible to use MemorialCareNow.

What will a MemorialCareNow visit cost?

Downloading the MemorialCareNow app is free of cost. Real-time access to a provider using our services is \$49.99 per visit.

How can I pay for my visit?

Be prepared to pay for your MemorialCareNow visit with a credit card at the time of your visit. You will be asked to enter your credit card information after you enter the waiting room. Your card will be charged once your virtual visit is over. We do not accept any insurance coverage for this service—it is simply a \$49.99 fee.

Can I use MemorialCareNow for emergency care?

No, if you need emergency care, please call 911 or visit the closest emergency room.

Can I get a prescription if needed?

Yes, medications may be provided if the provider decides it is an appropriate course of treatment. Like an in-person appointment, the prescription will be delivered to the pharmacy of your choice and sent on the same day. Please note, prescriptions for controlled substances are not written.

What are some conditions that can be treated during a visit?

Ailments related to:

- Cold & flu
- Eye
- Gastrointestinal
- Nose & throat
- Respiratory
- Skin

What will happen during my visit?

Once you sign in, your MemorialCareNow visit begins with a few short questions about the reason for your visit as well as your personal information. You will then be added to a wait list to be connected to a provider who will evaluate your symptoms and discuss treatment options with you. Your visit will typically last about 15 minutes.

Is my visit private and secure?

Ensure that you are starting your virtual visit in a well-lit, private space. MemorialCareNow service respects and upholds patient confidentiality with respect to protected health information as outlined by the Health Insurance Portability and Accountability Act (HIPAA), and, subject to HIPAA regulations, will obtain express patient consent prior to sharing any patient-identifiable information to a third party for purposes other than treatment, payment, or health care operations.

What technology is required for a MemorialCareNow visit?

In order to use this service, you will need:

- A webcam and a microphone
- Broadband internet, with a minimum bandwidth of 1 Mb/s
- Windows 7, 8, or 10, or Mac OS X 10.6 or later

This app is for employees of Memorial Health System only (Ohio & West Virginia).

How to download:

1. Log onto MyMemorial with the device you want the app on.
2. Under "Important Notifications," click the box titled "Now Available - MemorialCareNow."
3. On the next page, click the link to download the app.
4. When installing, be sure to **allow notifications** from this app.

Note: This app is currently not available on the app store.

Online Use:

If you don't have a smart phone, or prefer to use our website version instead, here's how to access it:

1. Visit **memorialcarenow.com** and follow the prompts.
2. When the provider is ready, you will receive a text notification on your cell phone with a link. (You can close out of the window while you are waiting.)

Note: If you do not have a cell phone, you will need to leave the window open.



**MEMORIAL
HEALTH SYSTEM**
Expect More



Introducing MemorialCareNow

We're proud to introduce our employees to MemorialCareNow, Memorial Health System's express care app. This online healthcare service was created so that you can receive world class care whenever and wherever you need—no need for an appointment or even leaving the house.

Here's what we treat on our app:

Cold & Flu

- Allergies
- Cold
- Cough
- Croup
- Fever
- Flu
- Sinusitis



Skin

- Cellulitis
- Poison Ivy/Oak
- Rash
- Skin Injury



Nose & Throat

- Sore throat
- Strep
- Tonsillitis



Gastrointestinal

- Acid Reflux
- Bowel/Digestive issues
- Constipation
- Diarrhea
- Gas



Respiratory

- Asthma
- Bronchitis
- Laryngitis
- Respiratory infection



Other Ailments

- Arthritis
- Backache
- Blood Pressure issues
- Gout
- Headache/Migraine
- Joint Pain/Swelling
- UTI
- Vaginal/menstrual issues
- Yeast infection



Eye

- Dizziness
- Eye Infection/Irritation
- Pink eye



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