

# On-Demand Video Visit User Guide

## WHAT IS A VIDEO VISIT?

A Video Visit is a video call with a Sanford provider using your mobile device and your My Sanford Chart account. During a Video Visit, a Sanford provider will ask you about your symptoms and discuss a treatment plan with you, order you a prescription (if needed) or tell you if you should visit a clinic for further evaluation and/or testing.

## WHO CAN DO A VIDEO VISIT?

On-Demand Video Visits are available to anyone in Minnesota, North Dakota, South Dakota, Nebraska and Iowa.

## ON-DEMAND VIDEO VISITS ARE APPROPRIATE FOR ANY ACUTE/URGENT CARE HEALTH NEEDS, INCLUDING:

- Abrasions-Scrapes
- Acne, allergies, hay fever
- Athlete's foot
- Back pain
- Breastfeeding mastitis
- Eyelid Infection
- Head lice
- Cold and influenza (flu)
- Nausea, heartburn, diarrhea
- Pink eye
- Rashes, sunburn
- Runny or stuffy nose, sinus problems
- Urinary symptoms
- Vaginal discharge

Some restrictions may apply.

On-Demand Video Visits are available 24-hours a day, seven days a week.

Existing Sanford patients may also be able to schedule a video visit with your provider in place of a clinic visit—please call your clinic for more information.

## HOW TO DO A VIDEO VISIT

1. Sign in to your My Sanford Chart account from the Sanford Health app.
2. Select the “Request a Video Visit” icon.
3. Follow the prompts to get started. After answering a few short questions, you will receive a message in My Sanford Chart when a provider is ready to begin.