

# AdventHealth eCare is now available in your student's school

**AdventHealth eCare provides virtual access to doctors and nurse practitioners for minor ailments. You see the doctor on your time – when and where it is convenient for you.**

## FREQUENTLY ASKED QUESTIONS

### What is AdventHealth eCare?

AdventHealth eCare is a convenient option for a face-to-face video visit with a board-certified physician or nurse practitioner through a smartphone or tablet. During an AdventHealth eCare visit, you can receive a diagnosis for minor ailments, learn about treatment options, receive follow-up instructions and obtain a prescription if needed.

**AdventHealth eCare visits are on demand and available 24/7.**

### What is the cost for an AdventHealth eCare visit?

An AdventHealth eCare visit is \$49 without insurance, payable at the time of your visit via credit card. If you have insurance, check with your provider or use the app to see a list of insurance plans that are accepted.

As part of the Volusia County Schools Healthy Futures Program, AdventHealth will provide a one-time use voucher to cover the cost of the visit for qualified students. Follow up with your school nurse for more details.

### Who will I see when I begin my appointment?

Once you create an account, login and finish filling out information necessary for the appointment, you'll see a list of health care providers. You may choose a provider who's immediately available or wait to see a specific one. Please allow up to two minutes after clicking the "join" button for the video connection to launch. You will have the option to wait for the provider, or be alerted via a text message, phone call or email when the provider is ready to see you.

### Can I get a prescription?

Yes, when deemed medically necessary, AdventHealth eCare physicians and nurse practitioners can prescribe non-controlled medication in accordance with state laws. A limited supply of medications can be provided until you can follow-up with your primary care physician. Controlled medications (narcotic pain relievers, benzodiazepines, etc.) will not be refilled by AdventHealth eCare. Please contact your prescribing provider for these refills.

### How will I know my visit is private and secure?

Patient privacy is important to us and your information is secure. The AdventHealth eCare app uses secure technology, encrypting all communication over the Internet. In addition, AdventHealth eCare is compliant with all HIPAA regulations. See our Notice of Privacy Practices — [adventhealth.com/legal/privacy-policy](http://adventhealth.com/legal/privacy-policy).

### What happens after my visit?

After your visit is completed, your visit summary will appear on the screen. If you're unable to view it at this time, you'll receive directions on how to access your post-visit summary via a secure email to the email address you have on file. This will provide the details of your visit, follow up instructions from the provider, prescribed prescriptions and additional instructions on what to do if your condition doesn't improve.

### Can the physician or nurse practitioner write me a school release note?

Yes, a note may be written at the discretion of the doctor or nurse practitioner. If a note is written, you can see the school release note on the last page of your visit summary sheet.



The Official Healthcare Champion of Volusia County Schools