

Munson Healthcare – Bringing care to your home!

Chelsea Szafranski

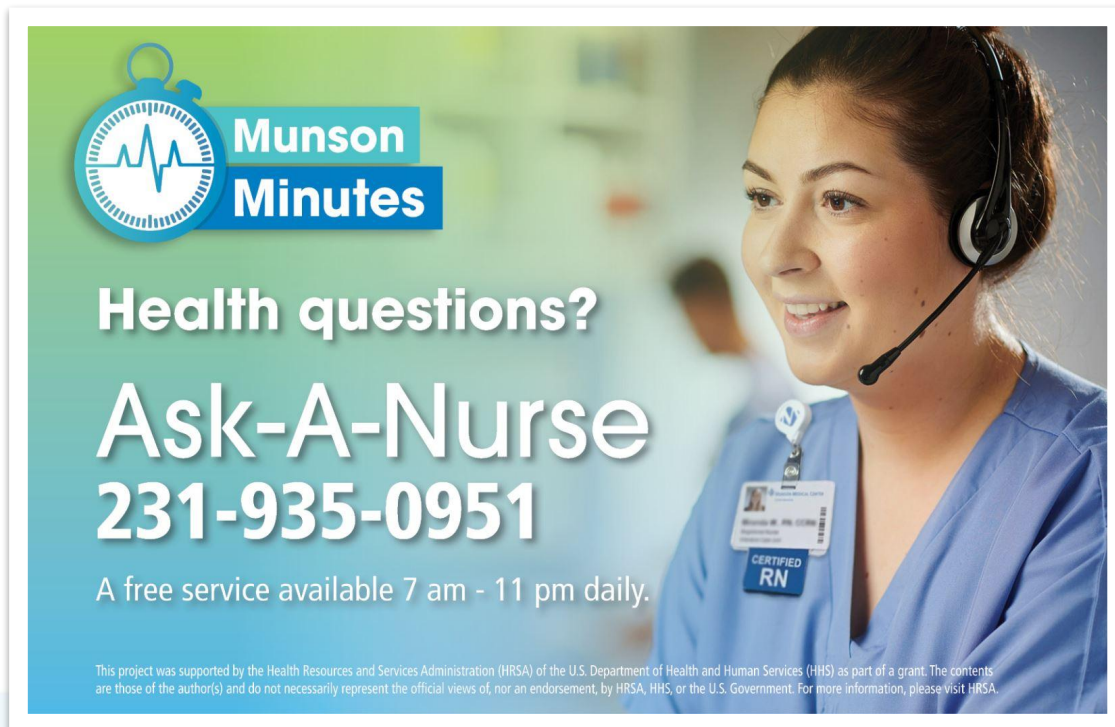
System Director, Digital Health


Agenda

1. **Ask-a-Nurse**
2. **Video Visits**
3. **Virtual Urgent Care**

Ask-a-Nurse

A telephone nurse triage service, staffed with MHC Registered Nurses



 **Munson
Minutes**

Health questions?
Ask-A-Nurse
231-935-0951

A free service available 7 am - 11 pm daily.

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- 7a-11p every day
- Guidance on where to go for care
- Self-care advice and support
- Answers to health questions
- MHC services (Find-a-Doctor, lab locations, etc.)

Video Visits

- Primary care and same-day visits
- Pediatrics
- Behavioral health
- Rehab
- Medical and surgical specialties
- Chronic disease management
- And more!



Contact your provider about video visits!

Joining a Video Visit – 3 Easy Steps!

1. You will receive a text or email with a link



Hello, Chelsea has invited you to join a secure video call:

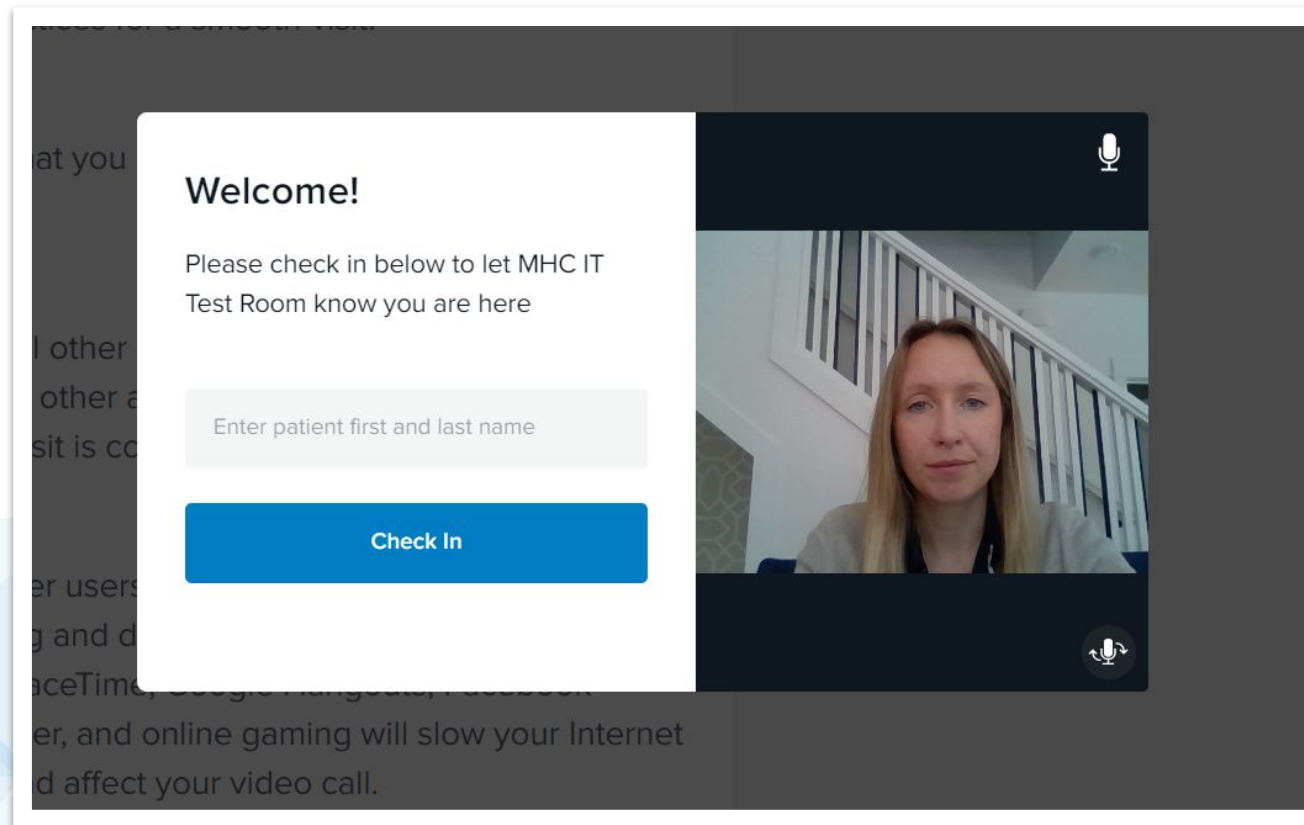
<https://munson.doxy.me/ittesting>

Please review the Patient Guide (bit.ly/doxyme-guide) before the call to help ensure your telehealth appointment goes smoothly.

Joining a Video Visit – 3 Easy Steps!

2. Make sure your camera and mic work

3. Enter your name and select Check-in



7 Steps for a Successful Video Visit

1. Find a good connection
2. Set up in a quiet space
3. Have enough light
4. Check your device
5. Have additional items are within reach – medications, flashlight, thermometer
6. Pay attention
7. Don't click out of the video visit



Bonus: Tips & Tricks to Improve Video Quality

- Restart your device before the visit
- Ensure you are near your WiFi router
- Turn off other streaming devices
- Close unused programs
- Go to a Public Library



Virtual Urgent Care

Quick access to a video visit with a Munson urgent care provider!

Available for ages 3 and up from anywhere in Michigan

Clinical conditions:

Abrasions

Allergies

Diarrhea

Insect Bites

Pink Eye

Painful Urination

Skin Rashes

Sore Throats

Sprains and Strains

Virtual Urgent Care



Get started by calling
231-935-4995.

Monday - Wednesday: 7 am - 4 pm

Thursday - Friday: 7 am - 10 pm

Saturday - Sunday: 8 am - 6 pm



You'll be connected with a live
registered nurse from Munson
Healthcare.



Your nurse will then help get you
to the right type of care for your
symptoms.

Thank you!