



## VIDEO VISITS

### My Sanford Chart

#### Who can participate in a video visit?

Video visits are available to current patients in North Dakota and Iowa and both current and new patients in South Dakota and Minnesota.

#### What is a video visit?

Through a video visit you can see a health care provider from home, work or nearly anywhere in between. During a video visit, you can use your mobile device or computer to meet face to face with our medical team for any acute, non-emergent primary care need including coughs, colds, rashes, aches and pains. Video Visits are provided by Sanford Acute Care providers.

#### How do I request a video visit?

You may request a video visit with a Sanford Acute Care provider through your My Sanford Chart account.

- During the request for your video visit, you will answer several short questions about your health care concern.
- Based on the information you provide, your health care provider will schedule a time for your video visit or may recommend a clinic visit, if needed.
- Most appointments are scheduled within an hour of submitting a request through My Sanford Chart.

**Now available 24 hours a day, 7 days a week.**  
**Holiday hours may be available.**



## E-VISITS

### My Sanford Chart

#### Who can participate in an e-visit?

E-visits are available to both current and new patients in South Dakota and Minnesota.

#### What is an e-visit?

During an e-visit, you simply log on to My Sanford Chart, select the e-visit option and complete a brief questionnaire. One of our providers will review your information and provide you with a treatment plan, order a prescription if needed or request to see you in person.

You can expect a response in your My Sanford Chart account within two to four hours. The provider may choose to ask additional questions through My Sanford Chart as part of the e-visit.

#### What conditions can be addressed through an e-visit?

You may complete an e-visit questionnaire for a variety of health conditions including:

##### **2 months - 2 years**

- Diaper rash

##### **2 months and older**

- Head lice
- Insect bite
- Pink eye

##### **12 years and older**

- Acne
- Athletes foot

##### **6 years and older**

- Hayfever
- Rash
- Sunburn

##### **18 years and older**

- Back pain
- Breast feeding mastitis
- Cough
- Diarrhea
- Heartburn
- Influenza
- Sinus problems
- Urinary symptoms
- Vaginal discharge

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