



*Now scheduling:*

# Video visits with the providers at Workplace Health Partners

**Can't make it to Workplace Health Partners? IU Health Video Visits makes it even easier to connect with our provider and health coach during Workplace Health Partners' regular hours.**

## **Here's what you need to know:**

### **What is IU Health Video Visits?**

IU Health Video Visits is a secure, app-based technology that allows you to connect with your provider using a smartphone, tablet or computer.

### **Why should I use it?**

With video visits, you can access our providers from the comfort of your home, at work or anywhere you choose to use it. You can avoid traffic, long commutes and bad weather, while maximizing convenience and avoiding unnecessary exposure to other patients.

### **What types of appointments are appropriate for a video visit?**

Every situation is different, but some illnesses and health concerns that can be managed through a video visit include coughs and colds, rashes, pinkeye, flu, anxiety/depression, chronic disease management and medication management. Health coaching may also be scheduled as a video visit.

### **What's the cost?**

Like all other services available from Workplace Health Partners, there is no charge for video visits with our providers.

### **Is it secure?**

Much like online banking transactions, your medical information and video connection are secured with end-to-end 128-bit encryption per the National Institute of Standards and Technology's security requirements for cryptographic modules. The security and privacy program is built to the highest standards and has passed extensive federal and independent security audits to be HIPAA compliant.

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## Workplace Health Partners

120 N. Tillotson Ave.

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## Questions?

If you have questions or would like to schedule an appointment by phone, call Workplace Health Partners at 765.747.3888.

### How do I schedule a video visit and how does it work?

#### To schedule:

- Call Workplace Health Partners at 765.747.3888.

#### OR

- To schedule online, visit [muncie.k12.in.us/HumanResources/WorkplaceHealthPartners](http://muncie.k12.in.us/HumanResources/WorkplaceHealthPartners) and click on **BOOK NOW!** to access the online scheduling tool.
- Select **Video Visit** for the service and complete the scheduling information.
- You will receive a confirmation email with a link and instructions to download the IU Health Video Visits app to complete the registration.

#### 10 minutes before your scheduled appointment time:

- Click the link provided in the email notification. This will take you to the IU Health Video Visits app to log in.
- Select the calendar icon at the bottom of the screen.
- Your appointment with your provider will be listed at the top of the screen. Select the appointment to begin your visit; then select **Get Started**.
- Verify your name and phone number and select **Continue**.
- You can choose a pharmacy, add a photo or enter topics for discussion at this point.  
**Note:** If you are prescribed a medication that is available at Workplace Health Partners, you may pick up your prescription there.
- Check **Accept Terms of Use** and then select **Continue**.
- Select **Skip Verification of Insurance**. You do not need to enter any insurance information.
- You will see a video and/or a photo while you are waiting for your provider to join.

### Can I use video visits for health coaching?

Yes. You may schedule a video visit with the center's health coach.

### Why is it important to provide an accurate email address?

Your appointment confirmation will be emailed to you. When it's time to log in to your appointment, you will need to click on the link in the email.

### Do I need to enter insurance information when scheduling a video visit?

No. You should select **Skip this Section** and click through to the next page. Video visits are free of charge for employees (and dependents) who are on their employer's health plan.



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