



ConnectedCare
Exceptional care. When you need it.

What Is the Difference Between an e-Visit and a Virtual Visit?

e-Visits

- An acute care/sick visit using a questionnaire-based format via MyChart.
- Access is through smartphone, tablet or laptop
- Go into your *MyChart* account to do an e-Visit or download the *MyChart* app
- Nurse Practitioners & Physician Assistants
- Patients 18+
- In North Carolina only
- 8 a.m. to 8 p.m. / 7 days per week
- Care plan sent via *MyChart* within one hour
- Prescriptions sent electronically to your pharmacy

Virtual Visits

- An acute care/sick visit talking with the provider via video or phone
- Access by smartphone, tablet or laptop
- Use connectnow.conehealth.com or download the Connected Care Virtual Visit app
- Physicians, NPs & PAs
- Patients of any age. Pediatrics too!
- Anywhere in United States
- 24hours/ 7 days per week
- Avg. appt. time is 20 minutes
- Prescriptions sent electronically to your pharmacy

What Cone Health employees are saying about e-Visits and Virtual Visits:

“e-visits are the very best part of our Cone Health medical plan!
They are so quick, easy & thorough!”

“Great service to offer. I will definitely use in the future, as transportation can be complicated when sick. Prompt advice and helpful follow-up.”

“I was very appreciative of this type of visit and thankful I can get through the rest of my day without having to leave work.”

“Easy and reliable! Very knowledgeable providers helping the employees.”



eVisits
MyChart. My Visit. My Way.

Attention MyChart e-Visit Users!

Be sure to update your insurance information for 2021!

Take a photo of your insurance card & upload it to your MyChart account.