



UH Virtual Visit

Powered by **MDLIVE®**

UH Virtual Visit, powered by MDLIVE

University Hospitals partnered with MDLIVE to expand access to quality, convenient health care. While not meant to replace the primary care physician-patient relationship, this service provides a new option for minor health care issues. Using the latest Internet and mobile device technologies, consumers and physicians are able to engage in real time, interactive consultations whenever and wherever they are. Doctors and nurse practitioners, both in and outside UH, are available at all hours to diagnose, recommend treatment, and prescribe medication, if needed.

About UH Virtual Visit providers

The UH Virtual Visit and MDLIVE provider network is comprised of UH doctors and nurse practitioners and doctors contracted by MDLIVE. All doctors are board certified in family medicine, internal medicine, emergency medicine, or pediatrics.

All providers are state-licensed to practice in your state, board certified, and credentialed using NCQA and URAC guidelines and URAC guidelines. MDLIVE completes background checks with primary source verification through the National Physician Data Base (NPDB) and the American Medical Association (AMA) for medical licensure, training and education, and work and malpractice history.

All encounters are digitally archived with the highest level of security and only accessible by the patient and provider.

All providers complete telehealth training to talk with and diagnose patients over the phone and online video, while adhering to strict clinical protocols:

- Pediatric Telephone Protocols, 12th Edition. Barton Schmitt, MD
- Adult Telephone Protocols, 2nd Edition, David A. Thompson, MD
- UptoDate™ Protocol for Evidence-Based Practices

[Get Started](#)

Virtual Care. Anywhere.

Convenient access to affordable, quality health care, 24/7

Now offering Dermatology! [click here](#).

Registering for your Telehealth Benefit just got easier!



UH Virtual Visit provides care at the time and place you need it. Our doctors and nurse practitioners can diagnose, recommend treatment and prescribe medication for non-emergency medical issues, over the phone or through video conferencing. All you need is a laptop, tablet or smart phone to access this safe and confidential service any time of day or night..

Registering for your Telehealth Benefit just got easier! From your smartphone, Text "uhvirtualvisit " to 635-483 to get started.

How It Works



Your Care. Anytime. Anywhere.

In the middle of the night, on a holiday, or in the middle of a packed workweek, virtual care is available when you need it. Virtual care doctors and nurse practitioners can diagnose, recommend treatment and prescribe medication.



A Doctor Visit by Phone or Video

Virtual care eliminates the need to travel and brings the care to you. Simply call the toll-free number or use the video camera on your laptop, tablet or smart phone for a face-to-face consultation.



Trusted Care, Right Now

Virtual care is provided by a team of UH and MDLIVE doctors and nurse practitioners. All doctors are board certified in family medicine, internal medicine, emergency medicine, or pediatrics.

Get Started



1. Create Your Account

Register and activate your free account online or using our [mobile app](#).



2. Complete Your Medical History

Don't wait until you're sick. Complete your medical history profile during activation.



3. Request a Virtual Care Visit

Request a virtual care visit for a time that works for you.

What Can Be Treated?

- Acne
- Allergies
- Constipation
- Cough
- Diarrhea
- Ear Problems
- Fever *
- Flu
- Headache
- Insect Bites
- Nausea
- Pink Eye
- Rash
- Respiratory Problems
- Sore Throats
- Urinary problems/UTI *
- Vaginitis
- Vomiting



Download the UH App

Doctor visits are easier and more convenient with the UH App. Be prepared. Download today.



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Private and Secure

Your information is safe, and your visits are completely confidential.



Affordable

The cost of a visit is \$49 or less, depending on your insurance. That's much less than a trip to the ER in the middle of the night and more convenient. Please check with your insurance company to see if virtual care is covered.