

# Virtual Care – 365 Days a Year

Get compassionate care when and where you need it!



## VideoVisitNOW (VFN)

**On-Demand Video Visits: Your option for real time care, right away!**

Connect in real time with the next available Kelsey-Seybold provider to get care right away. No appointment necessary.

**Wait times average 20 minutes or less.**

**Available for Adults 18+**

Mon. - Fri.: 7 a.m. - 9 p.m.

Sat., Sun., and Holidays: 10 a.m. to 9 p.m.



## Scheduled Video Visits

**Video Visits by Appointment:**  
Schedule with the provider, date and time convenient for you!

**Adult Primary Care, Pediatric Care, and Specialty Care**

Mon. – Fri.:  
8 a.m. to 5 p.m.

Sat., Sun., and Holidays:  
9 a.m. to 2 p.m.

(Adult Primary Care and Pediatric Care)

Download the  MyKelsey App!



Learn More:

[Kelsey-Seybold.com/  
VirtualCare](https://www.kelsey-seybold.com/VirtualCare)

**Cost:** VideoVisitNOW (VFN) and Scheduled Video Visits: Your primary care or specialty care office visit copay. Cost share will depend on your insurance plan.

*Please note that controlled substances and narcotic pain medications cannot be prescribed under any virtual visit.*

# Overview of Conditions and Symptoms that can be treated during a scheduled Video Visit or a VideoVisitNOW (VVN)

## Acute Care/Sick Care Conditions

### Upper Respiratory, Sinus, COVID\*

Allergies, Cold, Cough, Pneumonia, Flu like illnesses

### Skin Conditions\*

Rash, Boils, Shingles, Acne, Fungal infections

### Stomach/Intestinal Problems\*

Heartburn, Reflux, Ulcers, Nausea, Constipation, Diarrhea

### Musculoskeletal Problems\*

Back pain, Gout, Rotator cuff, Swollen joints, Joint Pain

### Eye Problems\*

Pink eye, Itchy eyes, Styes

## General Health and Chronic Care

### Disease Management

Diabetes, Blood pressure, Cholesterol, Thyroid conditions, Weight management, Medication refills

### Men's Health

ED, Testosterone, STD's\*, Urinary issues\*

### Women's Health

UTI\*, Birth control, Osteoporosis, STDs\*, Vaginal discharge\*, Menopause

### Adult Mental Health\*

Depression, Anxiety, Stress

### Pediatric Mental Health

Depression, Anxiety, Stress, ADD/ADHD, Behavioral or Development concerns

### Neurologic Problems\*

Migraines, Headaches, Tremors, Dizziness, Balance issues, Memory Loss

**Conditions and Symptoms Note:** All conditions listed above can be treated during a **Scheduled Video Visit**.

\*Conditions and symptoms noted with an asterisk (\*) are considered acute care conditions and can be treated with an **On-Demand Video Visit (VideoVisitNOW)**.