



## MyChart E-Visits Frequently Asked Questions

### What is an E-Visit?

E-Visits are electronic visits for common, non-emergent clinical complaints that can be managed without a physical exam.

### Do I need a camera or video capabilities to complete an E-Visit?

No. E-Visits are asynchronous, meaning the visit does not take place in real-time. There is no face-to-face component to the visit. However, patients have the ability to attach a photo to select E-Visits if desired.

### How do I submit an E-Visit?

Login to **MUSC's MyChart** through a web browser. Select **Begin an E-Visit**. Select an urgent care condition you believe you have and answer questions regarding your symptoms.

\*\* Currently, you cannot submit an E-Visit through the MyChart app. Please use a web browser like Internet Explorer, Safari, Google Chrome, or Mozilla Firefox.

### How does an E-Visit work?

After a patient submits an E-Visit, a MUSC provider will review the symptom-based information the patient provided and the patient's chart.

If the condition is treatable by an E-Visit, the provider responds to the patient with their diagnosis, treatment plan, and prescriptions. If the condition is better treated with an in-person appointment, the provider will respond with their recommendation. If the condition is not treated with an E-Visit, the patient is not charged.

### How do I get my treatment plan and prescription from the clinician?

Return to **MyChart** and go to the **Messaging Center**. The provider's message back will be here with instructions of the treatment plan and what pharmacy they sent your prescription to, if one was needed.

### What urgent care conditions can be treated with an E-Visit?

- Acne
- Allergic Skin Reaction
- Athlete's Foot
- Back Pain
- Diarrhea
- Eczema
- Fever Blister/Cold Sore
- Flu (Influenza)
- Genital Herpes
- Gout Attack
- Heartburn
- Hemorrhoids
- Insect Bite
- Jellyfish Sting
- Jock Itch
- Lice
- Nosebleed
- Poison Ivy
- Prescription Refill (10-day supply)
- Rash
- Red Eye
- Ringworm
- Scabies
- Seasonal Allergies
- Sexual Transmitted Infection
- Shingles
- Sinus Problems
- Sunburn
- Travel Precautions
- Urinary Problems
- Vaginal Discharge/Irritation

### Who is eligible to do an E-Visit?

- Patients 18 years or older
- Patients who have been seen by an MUSC provider in the last 36 months who has a MyChart account

### Who is not eligible to do an E-Visit?

- Anyone under the age of 18
- Patients who have not been seen by an MUSC provider in the last 36 months
- Patients without a MyChart account (go to [www.mychart.musc.edu](http://www.mychart.musc.edu) to sign up now!)

### When can patients submit an E-Visit?

Patients can submit an E-Visit in MyChart anytime, 24 hours a day, and 7 days a week.

### When will providers respond to my E-Visit request?

- Providers respond during normal business hours, M-F between 7am-5pm, within 4 hours
  - Response time's average less than 1 hour for requests made between 7am-5pm
- E-Visits submitted after 5pm will be answered the morning of the following business day.
- On Holidays, E-Visits are answered the next business day

### Can I get a prescription?

Yes, if medically appropriate. An E-Visit does not guarantee a prescription. It will be the provider's discretion based on the symptoms and history of your illness.

### What prescriptions can't be prescribed through an E-Visit?

- Controlled substances (i.e. narcotics, ADHD medications, anxiety medications)
- Lifestyle medications (i.e. birth control, erectile dysfunction medications)

### Who do I contact if I further questions?

If you have questions about submitting an E-Visit, please call (843) 792-7331. If you have a general MyChart question, you can reach MyChart Support at (843) 792-3111 or [mychartsupport@musc.edu](mailto:mychartsupport@musc.edu).