WHAT IS AN E-VISIT?
An e-visit is an online questionnaire to tell a Sanford provider about your symptoms without having to visit in person or call the clinic. After you submit your information, a Sanford provider will review and get back to you within four hours with a treatment plan, a prescription (if needed), or instructions if you should visit a clinic for further evaluation and/or testing. You will receive this response in the form of a message in your My Sanford Chart.

WHO CAN DO AN E-VISIT?
E-visits are available to current Sanford patients in Minnesota, Iowa, Nebraska, North Dakota and South Dakota.

HOW TO DO AN E-VISIT
1. Sign in to your My Sanford Chart account from the Sanford Health app.
2. Select the “E-Visit” icon.
3. Follow the prompts to tell us about your symptoms and complete the e-visit questionnaire.

E-VISITS ARE APPROPRIATE FOR A NUMBER OF COMMON ISSUES INCLUDING:

2 months and older
• Diaper rash
• Abrasions-Scratches
• Eyelid Infection-Blepharitis
• Head lice
• Pink eye
• Skin Infections

2 years and older
• COVID-19/Coronavirus

6 years and older
• Hay fever
• Rash
• Sunburn

12 years and older
• Acne
• Athlete’s foot

18 years and older
• Back pain
• Breastfeeding mastitis
• Cough
• Diarrhea
• Heartburn
• Influenza (Flu)
• Sinus problems
• Urinary symptoms
• Vaginal discharge

Some restrictions may apply for certain Sanford locations. You can expect a response from a provider within four hours. Sanford E-Visits are available seven days a week.