

# E-Visit User Guide

## WHAT IS AN E-VISIT?

An e-visit is an online questionnaire to tell a Sanford acute/urgent care provider about your symptoms without having to visit in person or call the clinic. After you submit your information, the next available Sanford acute/urgent care 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 anyone 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-Scrapes
- 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.