

Froedtert & the Medical College of Wisconsin FAQ: On-Demand Virtual Health Care at No Cost



Who can use the On-Demand Virtual Clinic?

School District of Greenfield employees, spouses and dependents ages 18 months and older on the District's health insurance plan.

What do I need to do in order to use the Virtual Clinic at NO COST?

1. When asked about payment options, choose "Service Key" and enter the service key "SDG21" – this will make the cost \$0.
2. You must also show your current School District of Greenfield health insurance card and photo ID to the provider at the start of your virtual visit.

What conditions can be treated during a virtual visit?

A variety of minor illnesses* including but not limited to cold and flu symptoms, headaches, sore throat, sinus infections, bronchitis, pet and seasonal allergies, eye infections, pink eye, skin rashes, hives, eczema, poison ivy/oak, athlete's foot, acne lesions, cold sores, heartburn, nausea, vomiting, diarrhea, upset stomach, joint or back pain, minor cuts/scrapes, strains and sprains, insect bites and stings, and women's health issues such as urinary tract infections or yeast infections.

*Our providers will always assess your condition individually and, based on your unique circumstances including the severity of the illness, may need to refer you for in-person care for proper diagnosis and treatment.

For more information about the conditions treated and what to expect during your virtual visit, visit froedtert.com/virtual-clinic.

Who will I see? Is my visit and information confidential?

The On-Demand Virtual Clinic is operated and staffed by Froedtert & the Medical College of Wisconsin board-certified health care providers who are dedicated to protecting the privacy and security of your protected health information by following the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Do I need to schedule an appointment?

No appointments necessary.
Start a virtual visit anytime between 8 a.m. – 8:30 p.m. Monday-Friday and 8 a.m. – 8 p.m. Saturday and Sunday.

Do I have access to my medical records after a virtual visit?

Patients who have been treated during a virtual visit have access to MyChart®, a web-based portal that provides secure online access to much of a registered individual's medical record, including test results.

How does it work?

Start your virtual visit by accessing Froedtert & the Medical College of Wisconsin app or visit froedtert.com/virtual-clinic. You will provide contact information, the symptoms you are experiencing and payment information (e.g. "Service Key"). A virtual visit usually lasts about 20 minutes during which time our provider will ask you questions similar to those you would hear in a clinic. When the visit concludes, you will receive a diagnosis and plan of care.

How do I start a virtual visit?

To start a virtual visit, follow these steps:

1. Download the "Froedtert & MCW" app available in the Apple App Store or Google Play or visit froedtert.com/virtual-clinic.
2. Click the "On-Demand Video Visit" tile.
 - Care is available:
Monday-Friday 8 a.m. – 8:30 p.m.
Saturday/Sunday 8 a.m. – 8 p.m.
3. Follow the registration steps. You will be prompted to enter your contact information and the symptoms you are experiencing.
4. When asked about payment options, choose "Service Key" and enter the service key "SDG21" – this will make the cost \$0.
5. Be prepared to show your current School District of Greenfield health insurance card and photo ID to the provider at the start of your virtual visit.



Workforce Health