

## ATTENTION Blue Cross Blue Shield Members

Did you know you can visit a SCIM provider from anywhere? All you need is your computer or smartphone to connect with us. During the video visit, the provider will ask you questions, answer questions, diagnose symptoms and call in prescriptions to your local pharmacy, if appropriate.

### When should you use telehealth visits?

- You need to see a provider, but can't fit it into your schedule
- You feel too sick to drive
- You have children at home and don't want to bring them with you
- You're traveling for work

### What are appropriate telehealth visits?

- Cold and flu symptoms
- Bronchitis and other respiratory infections
- Sinus infections
- Pinkeye
- Ear infections
- Allergies
- Migraines
- Rashes and other skin irritations
- Urinary tract infections
- Some medication refills
- *And more!* If the provider feels as though he or she cannot adequately treat you via telemedicine, an in-office appointment will be made for you and the televisit will be cancelled.

### How do I get started?

It's easy! There are two easy ways to use Blue CareOnDemand – you can go ahead and create an account now, even before you're sick, so it's ready when you need it!

- From your computer → go to [www.BlueCareOnDemandSC.com](http://www.BlueCareOnDemandSC.com) and create an account
  - Click on Account on the top right of your screen
  - On the left side of your screen click enter service key, enter the key SCIM and press add.
  - Click HOME on the top left of your screen. You are now connected to our practice and can click on the providers available to schedule an appointment!
- From your mobile phone or tablet → download "Blue CareOnDemand" app and create an account
  - Enter key SCIM to connect to our practice

Once you log on, depending on the availability of the provider, you can schedule an appointment time that fits best with your schedule, OR if the provider is accepting "on call" patients, you can sign into the virtual waiting room and wait to be seen as soon as the provider is available.