

KEYCARE PATIENT FAQ

WHAT IS KEYCARE?

KeyCare is an Epic-based virtual care platform designed to help forward-thinking health systems improve access and quality by expanding their virtual care options for patients. KeyCare offers health systems access to a network of independent virtual care providers working on KeyCare's Epic-based platform. Health systems can start with nationwide virtual care coverage for urgent needs, and then may add other virtual health services based on their virtual care initiatives.

KeyCare was founded in 2021 in response to a huge increase in telehealth demand related to the COVID-19 pandemic. KeyCare created a solution that allows health systems and health plans to outsource a wide assortment of virtual visits across a shared EHR (electronic health record) architecture to ensure the best experience and quality possible.

WHAT KINDS OF SERVICES DOES KEYCARE PROVIDE?

KeyCare provides care for conditions appropriate to on demand virtual care such as sinus infections, sore throats, rashes and other minor illnesses. Through Epic's Care Everywhere functionality, providers using the KeyCare platform have access to existing patient data for use in care delivery. As KeyCare solutions continue to expand, more clinical conditions will be covered.

WHEN WILL KEYCARE BE AVAILABLE?

KeyCare can provide access to care 24 hours a day, 7 days a week in all 50 US states plus the District of Columbia. Patients need to be within one of those jurisdictions when seeking care.

HOW CAN I START A KEYCARE VIDEO VISIT?

Click here to start your video visit with KeyCare.

You can follow step-by-step instructions with our [tip sheet](#) or [video tutorial](#).

WHAT KINDS OF PROVIDERS WORK FOR KEYCARE?

KeyCare offers healthcare organizations and health plans access to a network of independent virtual care providers working on KeyCare's Epic-based platform. We have partnered with a provider group that has a tech-enabled workforce that includes physicians, nurse practitioners and other specialists who provide virtual 24/7 coverage across 50 states.

HOW DO I ACCESS INFORMATION FROM MY VISIT?

Patients can access their after-visit summary (AVS) within MyChart. For proxy accounts, a limited AVS will be emailed to the patient's proxy. In addition to the after-visit note, patients also will be able to find patient education and/or their work/school excuse.

HOW ARE KEYCARE VISITS BILLED?

KeyCare visits are a self-pay virtual care service. The cost for a KeyCare video visit is \$59. Patients will pay online before seeing a provider. This platform does not go through insurance at this time. KeyCare visits are not intended for individuals with government-payor programs. Patients can still call their Phelps Health doctor or provider's office to schedule a telehealth visit, if their provider offers this service. Patients also can use the Phelps Health Walk-In Clinics or another clinic closest to them.

Rest easy knowing the KeyCare provider you see can access your current health records. KeyCare providers and your regular care team both have access to your health information, including allergies, current medications and treatment plans. After a KeyCare video visit, you can follow up with your primary care provider.

WILL KEYCARE PROVIDERS HAVE ACCESS TO MY MEDICAL RECORDS?

KeyCare leverages Epic's Care Everywhere and CareQuality interoperability network. KeyCare is able to search, find and retrieve a member's medical record as a part of requesting an appointment. This will allow for KeyCare to avoid asking the member to reenter certain medical history like medications and problems. If a record was successfully retrieved, the note from a KeyCare virtual visit would be shared back to the health system where the medical record was retrieved.

KeyCare's unique connection to Epic's Care Everywhere interoperability network offers a unique advantage to retrieve and share patient records for all patients with an Epic-based medical record.