

TO: Halifax Health Employees enrolled in the VHN Plan
SUBJECT: Telehealth services now available with your current providers

Dear Colleagues,

For most of us, our world looks different today than it did yesterday. Here at Halifax Health, we are being called upon to serve our patients and ensure the safety of our community. We are grateful for the role you are playing and know this comes with personal sacrifice, but it is important that we all find ways to take care of ourselves and our families.

To limit your exposure to Coronavirus, the Centers for Disease Control and Prevention (CDC) recommends that you **call** your provider as a first step before seeking medical care. **However, if you think it is an emergency, seek care right away.** See the CDC guidelines for what to do when you are sick, here: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.

Beginning immediately, VHN is offering **telehealth visits with Halifax Health** providers. Telehealth visits enable you to call or video chat with a provider who can advise you remotely. For the duration of the pandemic, COVID-19-related treatment and counseling received via telehealth, **will be covered at no cost to you.** If the provider confirms that you or a family member should be tested for COVID-19, he or she will direct you to a test site in your area. There will be no charge to you for testing related to COVID-19. The plan will also cover all telehealth services *not* related to COVID-19 according to plan benefits (as if services were received in person).

If you are not already established with a Primary Care Physician, we encourage you to reach out to one of the Halifax Health Primary Care Physicians listed at HalifaxHealth.org. To schedule an appointment and learn more, select *Primary Care Providers* and follow the prompts. **All Halifax Health Primary Care Providers are offering telehealth services during the 30-day “Stay at Home” order.**

For after-hours and weekend visits, you also have access to Doctor On Demand. To access this service:

- Visit MyVHN.com.
- Choose *For Members* (located in the left navigation menu, under the Volusia Health Network banner).
- Select *After January 1, 2020, Members click here*.
- In the Doctor On Demand box (on the right side of the page), select *Visit their website*, then click the *Join Now* button to register.

Currently, traditional health services are being strained. Telehealth services are a responsible alternative as an initial point of screening for COVID-19. If you are enrolled in our health plan, you can call your current provider to set up a visit, or call any Halifax Health provider in the Volusia Health Network.

Wishing you and your family well, now and always.