

Get medical help 24/7

via phone or  
internet.

# MyMason Virtual Care

**24/7 via phone or internet**

Speak with a board-certified family medicine provider who will help you get the right medical care at the right time 24/7 from the comfort of your home or office. After your visit you'll receive a personalized visit summary and possibly a prescription, if needed.

Cost is only \$35 for a 20 minute visit.

## How does it work?

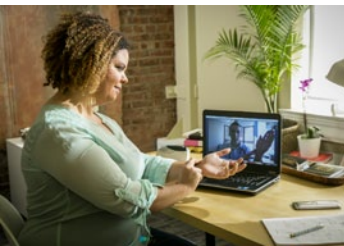
- Great care is only a few clicks away at [www.MyMasonVirtualCare.com](http://www.MyMasonVirtualCare.com)
- After logging on, your virtual visit starts via telephone or video (we support Skype, FaceTime or Video Chat). Your virtual provider will ask you a series of brief questions to understand the nature of your health concern and the best treatment options for you.
- Virtual visits typically last about 20 minutes. You will receive a summary of your visit and make arrangements for follow-up if it is required. We can even help you find a new doctor. Any prescriptions your virtual provider deems appropriate will be called into your pharmacy.

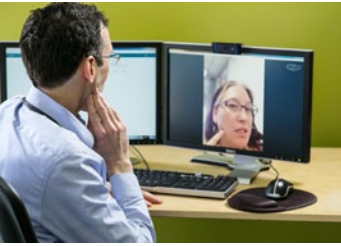
## What can be treated?

*My Mason Virtual Care* can treat a variety of minor illnesses. Here are a few examples of what may be treated:

- Acne
- Allergies
- Asthma\*
- Athlete's Foot
- Back Pain
- Bladder Infection
- Bronchitis
- Bug Bites
- Burns\*
- Colds
- Cold Sores
- Congestion
- Constipation
- Cough
- Cut\*
- Diarrhea
- Ear Pain\*
- Eye Issues\*
- Fever
- Flu
- Headache\*
- Heartburn
- Nausea
- Pink Eye
- Rash
- Shingles
- Sinus Infection
- Sore Throat
- Sprains\*
- Urinary Tract Infections
- Vomiting\*
- Warts
- Yeast Infection
- and much more...

*\*May be treatable depending on severity.*





## Who are the providers?

Virtual visits will be performed by the same service provider that supports the virtual clinics offered by UW Physicians and CHI Franciscan, among others. It is staffed by specially-trained clinicians and has a great track record of delivering high-quality care. With a satisfaction rate of 98 percent, these board-certified physicians and nurse practitioners are dedicated to delivering quality virtual care and advancing the field of telemedicine.

## How much does it cost?

Only \$35 in total per virtual visit.

Visa and MasterCard are accepted.

At the beginning of your virtual visit, the provider determines whether your health concern is appropriate for virtual care. A visit that does not result in a diagnosis or prescription is not considered cause for a refund.

## Medical Expense Reimbursement

Typically, the virtual visit fee is a qualified expense for a Flexible Spending Account (FSA), Health Savings Account (HSA), or Health Reimbursement Account (HRA). Please check with your account administrator to determine whether reimbursement of the visit fee is available to you.

## Restrictions

Due to regulatory restrictions, we are prohibited from providing a virtual visit to individuals covered under a federal insurance program, such as Medicare, Medicare Advantage, Medicaid or Tricare.

## Is it secure?

Mason General Hospital & Family of Clinics works hard to maintain the privacy and security of your information. And you can't get much more private than your own home. If you have visited *My Mason Virtual Care* previously, our providers can view the records for these visits. Your personalized treatment summary is posted to your secure online account after the visit and can be accessed at any time. And if you provide the name and phone number of your regular doctor or clinic, we will send a copy of your treatment summary to them.



*United Community, Empowered People, Exceptional Health*

**www.MasonGeneral.com** • Hospital Visiting Hours: 8 a.m. - 8:30 p.m. • ICU: call (360) 426-1611 • The Birth Center Quiet Hours: 1 - 3 p.m. daily. Please, no visitors at this time. • Laboratory: Monday to Friday, 6 a.m. - 6 p.m. Saturday, 8 a.m. - noon. No appointment necessary. • Main (South) Entrance open Monday - Friday, 6 a.m. - 8 p.m. Weekends and holidays, 8 a.m. - 8 p.m. Main (South) Entrance Outpatient Registration Services available Monday to Friday, 6 a.m. - 6 p.m. • Saturday and holidays 8 a.m. - 12 noon. CLOSED SUNDAYS. • Emergency Department (North) Entrance and ER lobby open 24/7. • Mason General Hospital • 901 Mountain View Drive, Shelton, WA 98584 Shelton • (360) 426-1611, from Allyn (360) 275-8614, Toll free (855) 880-3201, TTY/ TDD (360) 427-9593 • Equal Opportunity Provider • Free Translation Services Provided/Se habla español • MGH&FC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.