

Virtual care: 24/7 care when and where you need it

Seeing the doctor just got easier. Get care anytime, anywhere, from a board-certified doctor with virtual care. Great for things like pink eye, allergies, bites and stings, cold and flu, sinus issues and more.



Spectrum Health on-demand video visits are available **when you're in the state of Michigan**. How it works:

- 1** | Log into your member account at member.priorityhealth.com, select **virtual care** and then click **get started** with the Spectrum Health app.
- 2** | Select **download the Spectrum Health app** or visit mychart.spectrumhealth.org
- 3** | Log in or create an account and select **on-demand video visit**.
- 4** | You'll be asked a few health questions including a brief description of your current symptoms, and will need to complete the eCheck-in process before beginning your visit. Then, select **begin video visit** to be connected with a provider.



When you reside or travel outside Michigan, access virtual care through MDLIVE. How it works:

- 1** | **Connect with MDLIVE one of three ways:**
 - Log into your member account at member.priorityhealth.com, click **virtual care**, click **get started with MDLIVE**.
 - Download the MDLIVE: Talk to a Doctor 24/7 app.
 - Call MDLIVE at 800.400.6354.
 - Provide your **Priority Health ID number** on the front of your card.
- 2** | **Click or ask to schedule your appointment.**
- 3** | **You'll be asked a few health questions, including a brief description of your current symptoms.**
- 4** | **You'll be connected to a care provider.**



Need a prescription?

If you need a prescription, it'll be sent to your preferred pharmacy. And, we'll send the information about your virtual visit to your primary doctor.



Don't have a Priority Health member account?

Set one up today at priorityhealth.com. If you need assistance, contact Member account support at 833.207.3210.