



# Not feeling well? There are many ways you can access a local Fort HealthCare provider:

	e+Care Visit	Video Visit	Office Visit	MyCompass	Walk-In Clinic
<b>What is it?</b>	You fill out a series of questions securely online about your condition and a Fort HealthCare provider reviews your answers and emails you a treatment plan.	Call your Fort HealthCare primary care provider's office and request a video visit instead of coming into the clinic. A time is scheduled just like an appointment. Visits can be held on a tablet, phone, or a computer with a webcam & microphone with an Internet connection.	Call your Fort HealthCare primary care provider's office and request an appointment time to come into the clinic in person.	Securely message your provider through your Fort HealthCare online patient portal. Request medication refills, review visit notes, immunizations, certain lab and test results, and your health history.	For non-COVID-19 urgent care needs, Fort HealthCare has a temporary walk-in clinic established where no appointment is necessary. It is requested that you call ahead if the patient is a child age 18 or younger.
<b>When use it?</b>	When you have a qualifying health concern that can be assessed and treatment recommended without discussing it in person with a provider. You can initiate a visit 24/7, 7 days a week and a provider will get back to you within 60 minutes or less between 7am-7pm.	When you want to see a provider and discuss your health concern in real time, but do not want to leave your home or office. Video visits are scheduled Monday-Friday, 8am to 4pm.	When you need to discuss health concerns directly with your primary care provider and/or require a physical examination in person. Visits are scheduled during the clinic's normal business hours.	When you need to contact your healthcare team or review your health and medication history. Available 24/7. Provider teams will respond to your requests within 24 hours during normal business hours, Monday-Friday.	For ailments or concerns that you need a same day visit for if otherwise unable to get in to see your primary care provider. Non-emergency, -Covid-19 related symptoms. Hours are Monday-Friday, 8am-5pm.
<b>How use it?</b>	Create a free account profile starting at <a href="http://forthealthcare.zipnosis.com">forthealthcare.zipnosis.com</a> . Review the list of qualifying health concerns and start your visit by filling out the questionnaire and submitting it. e+Care can be used through any computer or mobile device.	Call your primary care provider's office to see if this type of appointment is appropriate for your health concern and shedule a time for the video call.	Call your primary care provider's office to schedule an in-person appointment for you or a family member.	Log in to <a href="http://FortHealthCare.com/MyCompass">FortHealthCare.com/MyCompass</a> or through the mobile version (HealthLife app) to gain access to your electronic health record and messaging capabilities 24/7. If you do not currently have a MyCompass account, visit our website at the URL above to learn how to gain access.	<b>COVID-19 HOTLINE: (262) 648-7696</b> The clinic is located at the Fort HealthCare Integrated Family Care location at 1520 Madison Avenue in Fort Atkinson. The clinic phone number is (920) 563-5500.
<b>How much does it cost?</b>	There is a <b>one-time fee of \$25.00</b> for each e+Care visit. You do not need to be an existing Fort HealthCare patient to use the service, and health insurance is not required. If your concern cannot be treated through an e+Care visit, you will not be charged.	A video visit will be billed to your insurance company just like an office visit.	This type of appointment will be billed to your insurance company.	There is no cost to use the features available in your MyCompass patient portal.	This type of clinic visit will be billed to your insurance company.
<b>Do you get to choose which provider you see?</b>	With e+Care, you do not get to select which provider will review your concern, but it will be reviewed by a local Fort HealthCare provider. Your visit notes will be entered into your MyCompass account if you have one, so you and your primary care provider can both be kept in the loop on your care.	Yes, you may choose which provider you would like to see for a video visit. Visit notes are entered into your medical record and you can review them on your MyCompass account if you have one.	Yes, you may choose which provider to schedule your office visit with. Visit notes are entered into your medical record and you can review them on your MyCompass account if you have one.	You can select which provider you would like your message to go to, and your provider and a small pool of clinic staff will review your message or request and respond to you. Messaging will stay in your message inbox in your MyCompass account to review any time.	You cannot choose which provider will see you during a walk-in clinic visit, but your visit notes will be shared in your medical record and you can review them on your MyCompass account if you have one.

[FortHealthCare.com/eCare](http://FortHealthCare.com/eCare)

[FortHealthCare.com/Covid19](http://FortHealthCare.com/Covid19)

[FortHealthCare.com/MyCompass](http://FortHealthCare.com/MyCompass)