



# Virtual Care Services

powered by  Ovatient

## Introducing Comprehensive Virtual Primary and Urgent Care

MetroHealth has partnered with Ovatient to provide access to preferred health providers where you are – at home, at work or on the go – throughout Ohio. Ovatient’s virtual providers and care team members work closely with MetroHealth’s care team members to provide you with connected, coordinated and convenient virtual care – including video visits and secure messaging with providers.

### YOUR CARE OPTIONS:

Ovatient services are in-network wherever MetroHealth is also a network partner. Please confirm with your health plan. Cash payment options are available for non-plan participants.

- **Virtual Urgent Care:**

Minor illnesses and injuries that do not require an in-person physical exam or visit to the Emergency Department. A virtual urgent care visit might include sprains, strains, cough/cold symptoms, flu symptoms, rashes, COVID concerns and more.

**Ages:** 6 and older

**Hours:** 7 a.m. to 10 p.m.  
Monday through Sunday

- **Same-Day Virtual Primary Care:**

Longer and more comprehensive visits for a broader set of conditions with the ability for you to establish a relationship with your primary care provider. Providers can provide referrals to specialists when needed.

**Ages:** 18 and older

**Hours:** 7 a.m. to 7 p.m.  
Monday through Friday

- **Scheduled Virtual Primary Care:**

Perfect for those looking to build a lasting relationship with a primary care provider. These visits allow for in-depth discussions about your overall health, preventive care, and management of chronic conditions.

**Ages:** 18 and older

**Hours:** 7 a.m. to 7 p.m.  
Monday through Friday

- **Behavioral Health:** Coming soon!

### How to Get Care

Schedule an appointment by going to [MetroHealth.org/virtualcare](https://MetroHealth.org/virtualcare).

### Have Questions?

Read our Frequently Asked Questions:  
[MetroHealth.org/virtual-care/virtual-care-faq](https://MetroHealth.org/virtual-care/virtual-care-faq)  
Or email us at [ovatient@ovatient.com](mailto:ovatient@ovatient.com)