Communication to Colleagues

Virtual Visits Now Available for Colleagues

Thank you for your dedication and contributions to our Ministry during this extraordinary time. As we continue to serve together to respond to the COVID-19 pandemic, the health and safety of our colleagues and patients remains our top priority. We are committed to being there for you when you need us.

To better provide care where and when you need it most, we are rapidly rolling out Virtual Visit across our ministry for anyone who is 18 years or older.

Virtual Visit is a way for you to see a doctor or provider in a safe, fast and reliable manner without leaving your home. You will be asked a series of questions to be reviewed by a clinician who will review your symptoms, make a diagnosis or decision and outline a treatment plan or next steps. You can complete an online Virtual Visit at any time and providers will respond during hours as noted on ministry websites.

All Coronavirus (COVID-19) screenings are free-of-charge. The cost for Virtual Visit consults for other medical concerns vary. Please check with your local ministry.

Virtual Visit is available for the following:
- Exposure to Coronavirus (COVID-19)
- Contact with someone who has tested positive for Coronavirus (COVID-19)
- Upper respiratory infection symptoms, such as fever, cough, sore throat, facial pressure, swollen glands, sneezing, etc.
- Common infections and ailments including pink eye, cold and flu issues, urinary tract infections and stomach problems

Virtual Visit is not for emergency situations, such as severe chest pain, severe shortness of breath, uncontrolled bleeding, or stroke-like symptoms. If you are experiencing a life-threatening situation, call 9-1-1.

Where is Virtual Visit available?
Southeast Michigan – in partnership with IHA eCares.
St. Peters Health Partners (Albany, New York)
Mount Carmel Health System (Columbus, Ohio)
St. Agnes Medical Center (Fresno, California)
Trinity Health of New England (Massachusetts and Connecticut)
Mercy Health (West Michigan)
Holy Cross Ft Lauderdale (Florida)
St. Joseph’s Health (Syracuse, New York) – COVID-19 screening only
Holy Cross Health (Silver Spring, Maryland) – COVID-19 screening only

Online visits are also available at St. Alphonsus (Idaho/Oregon) and Loyola Medicine (Metro Chicago, IL), using varying platforms.

Provider?
If you are a provider and interested in supporting Virtual Visit, please connect with your RHM CIO and/or Bill Hardimon, vice president, operations, Medical Groups and Provider Services to get started.

Thank you for your continued commitment and dedication to caring for each other and our patients. As COVID-19 continues to impact the communities we serve, Trinity Health is committed to creating opportunities to serve together.