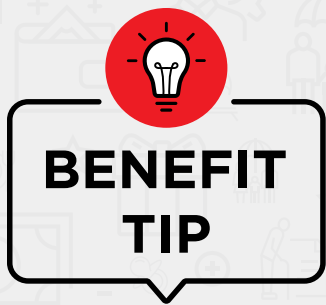




APRIL

Making the Most of Your Healthcare Telehealth vs. In-Person Visits

Choosing between telehealth and in-person visits can make a big difference in how you manage your healthcare needs. Telehealth offers convenient access to medical advice for minor illnesses, follow-up appointments, and routine questions, while in-person visits are best for physical exams, diagnostic tests, or urgent concerns. Understanding when to use each option helps you get the right care at the right time, saving you both time and money.

For some people, seeing their doctor from the comfort of their own home has made accessing care easier. For others, the lack of in-person care can make managing their health difficult. As a patient, it is important to know how to get the most out of virtual visits and when an in-person visit might be the better choice. When scheduling a virtual visit, select a quiet location where you will not be interrupted. This will help ensure your appointment goes smoothly.

Telehealth

Telemedicine is here to stay, making it easier than ever to access quality healthcare from the comfort of your home. Advantages to telemedicine include fast and flexible access to care, decreased exposure to other ill patients, and the convenience of not having to leave home for minor illnesses or concerns. To get the most from your virtual visit, check your technology setup in advance, write down your symptoms and questions, and have any relevant measurements (height, weight, blood pressure) ready.

CVS Virtual Care

At Air Group, employees and dependents enrolled in the medical plan have access to CVS Virtual Care, which provides 24/7 access to board-certified doctors by phone or video. Licensed providers can treat many non-emergency medical issues such as allergies, flu, sinus infections, food poisoning, migraines, eye infections, sore throats, and more.



CVS Virtual Care is available 24/7. Simply call 877.993.4321 or visit www.cvs.com/virtual-care to connect with a provider whenever you need care.

When In-Person Care is Best

Not every situation is right for a telemedicine visit. In-person care is recommended for pediatric visits, emergency situations, yearly physicals, or any scenario requiring a physical exam.

Your Primary Care Physician (PCP) is the best choice for in-person, non-emergency care, including preventive services, routine checkups, immunizations, and chronic condition management. These visits are available by appointment only, typically on weekdays during business hours, though some locations may offer weekend availability. If you need help finding an in-network doctor, visit BenePortal.

Sources:

- [Telemedicine pros cons](#)
- [Telehealth what to know](#)

Please note: This information is for educational purposes only and is not intended to replace professional medical advice, diagnosis, or treatment. Always consult your healthcare provider for medical concerns. Please refer to your plan documents for specific benefit details and limitations.

