

**RECEIVE CARE FROM THE COMFORT OF YOUR COUCH; RENOWN HEALTH OFFERING VIRTUAL VISITS**

*Through the COVID-19 pandemic, Renown providers remain committed to safely caring for community members, both in person and virtually*

**RENO, Nev. (May 19, 2020)** – Renown Health is proud to offer same-day virtual visits to help community members maintain their health and address medical concerns amid the COVID-19 crisis and beyond. Virtual Visits are easily-accessible video conferencing visits with a health provider. They are used for [primary care](#), [specialty care](#) and [urgent care](#) to enable patients to consult a care provider from the ease and comfort of their homes.

“If there’s a bright spot in the midst of this pandemic, it’s that COVID-19 is pushing us to rapidly adopt new ways of thinking about and delivering healthcare—through new technologies,” said Dr. Tony Slonim, president and CEO of Renown. “Our team has worked diligently to make virtual visits available to our community as an added convenience for those who would prefer to stay in their homes. As we work to keep all of our patients safe and healthy, we want our community to know we’re here to serve any ongoing healthcare needs they have by expanding our care options.”

**Virtual Visits for Urgent Care**

For urgent care needs, individuals can log in to MyChart and request to “Talk to a Doctor” to receive care from a Renown provider. After filling in some information and confirming their healthcare concerns, Renown’s healthcare team will notify them by text or email when a provider is ready to talk to them virtually. Providers will help patients determine whether their health needs can be met from their home or if they need to seek in-person care.

Virtual urgent care visits can address the following symptoms:

- Common cold and cough symptoms
- Muscular, tendon or joint pains not caused by injury
- Allergy or sinus symptoms
- Pink eye
- Urinary discomfort
- Diarrhea without vomiting
- Rashes or skin sores
- Backache
- Nail problems
- Screening examination for sexually transmitted illness (without symptoms)
- Medication refills (not controlled substances)

Renown’s urgent care virtual visits are available 8:30 a.m. through 10:30 p.m. Monday-Friday and 9:30 a.m. to 4:30 p.m. Saturday and Sunday.

**Virtual Visits for Primary Care and Specialty Care**

Many primary and specialty care appointments for adults and children are now available virtually through Renown Medical Group. Individuals with an existing Renown Medical Group

provider are encouraged to call 775-982-5000 if they would prefer to see a provider from home.

### **Home Medical Visits**

Last week, [Renown announced its partnership with DispatchHealth](#), which is now making house calls to individuals who prefer to be seen from their home by a licensed medical professional. This high-quality medical care option is available to all Reno/Sparks residents, both insured and uninsured. If a patient is uninsured, there is a flat fee of \$275, which includes all medications administered and lab tests on site.

“Whether a patient prefers to be treated at home or in one of our traditional office settings, we are prepared to provide the right level of care, at the right place, at the right time,” said Dr. Slonim. “From routine exams and checkups to illnesses and other conditions that may arise, it’s critical to continue seeing to your unique healthcare needs.”

All virtual visits require a free MyChart account. Those who do not have a MyChart account can sign up online. Most insurance companies apply the same co-pay fees as charged for in-person visits.

For more information on virtual visits, please visit <https://www.renown.org/explore/virtual-visits/>.

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### **About Renown Health**

Renown Health is a locally governed and locally owned, not-for-profit integrated healthcare network serving northern Nevada, Lake Tahoe and northeast California. Renown is one of the region’s largest private employers with a workforce of more than 7,000. It comprises three acute care hospitals, a rehabilitation hospital, the area’s most comprehensive medical group and urgent care network, and the region’s largest and only locally owned not-for-profit insurance company, Hometown Health. Renown has a long tradition and commitment to continually improve the care and the health of our community. For more information, visit [renown.org](http://renown.org).