

## Innovative Express Care and Telemedicine Fact Sheet and Q&A

Innovative Express Care is on the forefront of emerging technology and utilizes it to simplify the healthcare process and better patients' lives. Unlike typical urgent care centers and large institutions riddled with red tape, Innovative Express Care utilizes technologically advanced options to make healthcare easy and approachable for patients.

As the only urgent care center that offers brick-and-mortar telemedicine in Illinois, Innovative Express Care is able to offer patients a doctor in their pocket at their convenience. Please find more information on telemedicine and Innovative Express Care below:



What is telemedicine? Telemedicine is a doctor's appointment done virtually, in which a patient can have a visit with a doctor by means of telecommunication in the comfort of their own home.

Who should use telemedicine? Telemedicine is typically for patients who have routine needs (e.g. medication refills that require them to see their doctor every month), or patients who are facing an ailment with stereotypical symptoms. However, if an appointment is made with a doctor via telemedicine and the doctor believes they should see the patient in person, the patient can also make an in-person follow up appointment.

### How does Innovative Express Care do Telemedicine differently?

- Physician Consistency Due to Brick-and-Mortar Telemedicine: Innovative Express Care is the only brick-and-mortar location that does telemedicine in Illinois. This means that unlike an online telemedicine service that will match patients randomly with doctors (and they will likely never see that same doctor again), patients can make a telemedicine appointment with their primary care physician who is in charge of their ongoing care and wellness.
- Ultimate Convenience: Innovative Express Care has partnered with UberRush to make the medical process incredibly streamlined. For patients who receive a standard prescription during a telemedicine visit, UberRush will deliver it straight from Innovative Express Care to the patients' home for \$20.00. This allows the patient to never have to leave the comfort of their home.
- Family Involvement: If a family member wants to be in the room as part of a visit but is unable to be physically present, they can use telemedicine to be an active part of the appointment.
- Easy Booking: Patients can make a telemedicine appointment online and often get a same-day or next day appointment for extra speedy care.
- Insurance Coverage: Any insurance that Innovative Express Care accepts for in-office visits will also be accepted for telemedicine.

### What are the benefits?

- Timesaving: Cuts out any driving time to and from the office as well as any waiting time, as the visit is exclusively a virtual connection between the patient and the doctor. [A recent review of medical records](#) found that 38 percent of in-person visits including 27 percent of ER visits could have been replaced with telemedicine.
- Equal Care & Better Wellness: [A recent review published in 2015](#) shows that telemedicine care often yields the same results as in-person visits. It also found that telemedicine helped diabetics maintain better control of blood sugar and that it led to lower cholesterol and blood pressure.
- Family Member Presence: For patients who have family members who live out of state or are unable to make an appointment, they can still be present in their family member's care through telemedicine.