

# lyric

## Virtual Urgent Care

Doctors can be hard to reach, illnesses can occur in the middle of the night, and sometimes you just have a question. In all of those circumstances – and many more – Lyric Health is a convenient and affordable solution. Whether you're experiencing cold/flu like symptoms or just simply want to avoid spreading or catching germs.

### What to expect during a Virtual Urgent Care Visit:

Call to speak to one of our Care Coordinators or log in to our member portal to quickly schedule a virtual urgent care visit. Update your electronic health record, as needed to start your virtual visit. Then get connected with a provider. You can expect a safe, phone or "face to face", confidential visit. If needed, a prescription is sent to the pharmacy of your choice.

### When to use Virtual Urgent Care:

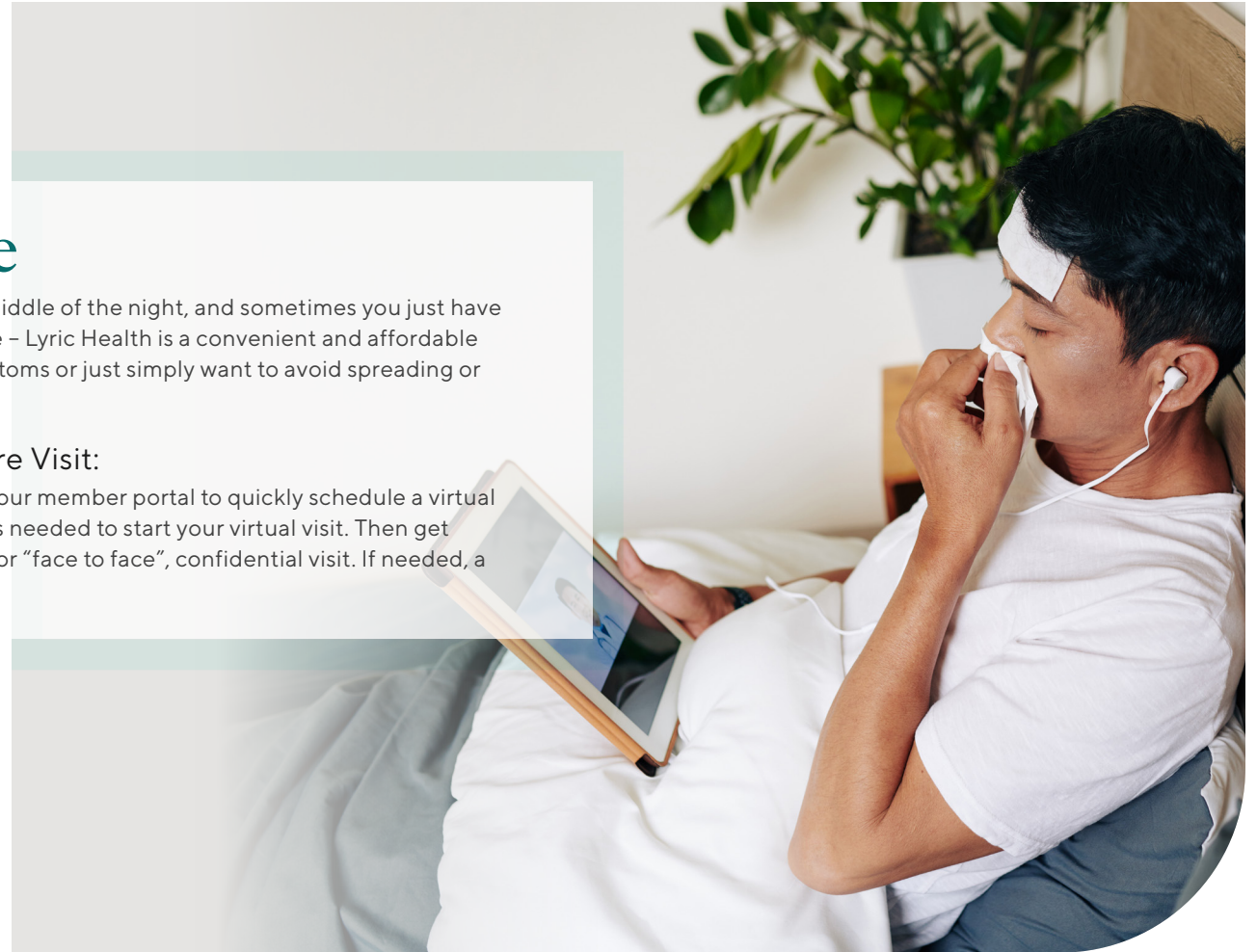
- When you need care now
- If you need a second opinion on lab results
- If you have health related questions and just need professional guidance
- On vacation, on a business trip, or away from home
- If you're considering the ER or urgent care center for a non-emergency issue
- For short-term prescription refills

### Use a Virtual Urgent Care for these **common conditions**:

- Abrasions
- Allergies
- Back and neck pain
- Bronchitis
- Cough, sore throat, COVID-19 or common cold/flu like symptoms
- Diarrhea
- Eye infections (e.g. Pink Eye)
- Head lice
- Headaches/migraines
- Insect bites and stings
- Minor skin conditions or rashes
- Painful urination (e.g. Urinary Tract Infections)
- And more!



*For emergencies, please call 911 or go to the nearest emergency care location.*



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in *Your* Hands.