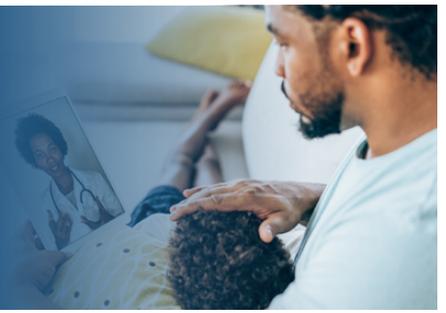


ON-DEMAND VIDEO VISITS USING CARILION NOW



Access urgent care 24/7 from home or on-the-go. Using the Carilion Now app, you can choose from many board-certified providers and access a prescription, if needed. Understand your on-demand visit from start to finish.

Here's How it Works

1. Visit the Apple App Store or Google Play Store to download the Carilion Now app to your Apple or Android smartphone or log in to [CarilionNow.com](https://www.carilionnow.com).
2. Once you complete your profile, confirm if the visit is for yourself or a dependent.
3. Fill in the reason for the visit.
4. Complete your medical history and select the pharmacy of your choice. Selections will repopulate for future visits.
5. Complete payment. Discounts are available for Medicare Plan B participants and Carilion employees using Carilion Aetna Insurance.
6. See a list of available providers and read their bios before selecting.
7. Briefly wait in the waiting room until your provider is ready for the visit. You can even enter your phone number to receive a text upon provider availability.
8. Complete the visit and receive a summary by email or MyChart immediately following the visit.
9. Prescriptions, if necessary, will automatically be sent to your pharmacy.



[If you are having difficulty connecting, visit CarilionClinic.org/virtual and click on the Virtual Visit Guide or call 866-865-3464.](https://www.carilionclinic.org/virtual)



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