

When should I use Gia[®] virtual care?

The *Gia by MVP* mobile app is available 24/7 and quickly connects you to a doctor for virtual care. This guide can help you determine when to use Gia for urgent, everyday, or behavioral health care.

Use Gia When You—

- Need urgent care
- Are unable to get an appointment with your doctor
- Are out of town
- Have a new health concern, and are not sure where to start
- Are transitioning home from the hospital
- Do not have transportation, cannot take time off work, or do not have childcare

Urgent Care

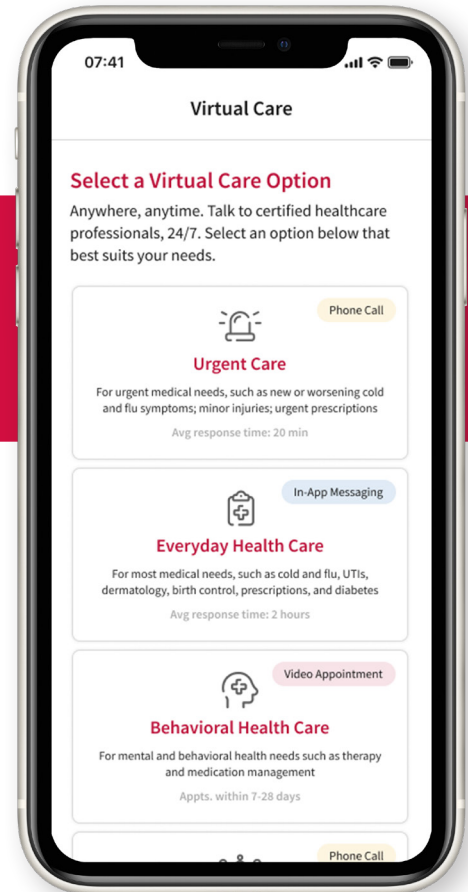
Gia providers can diagnose many common illnesses. Start an urgent care visit if you are experiencing:

- Cough, stuffy nose, congestion, postnasal drip, fever
- Sore throat or difficulty swallowing
- Possible ear infection
- Pink eye or sty (redness, itching, tearing)
- Urgent support for anxiety or depression
- Headache or migraine
- Nausea, stomach pain, bowel concerns
- Mild allergic reaction and skin irritations
- Muscle or joint pain
- Insect or tick bites
- Minor injuries, cuts, scrapes, burns
- Frequent or painful urination, or blood in urine
- Or, just a general icky feeling that would make you think about going to urgent care

Based on your symptoms, your Gia provider will recommend a treatment plan, prescribe a medication, or refer you to a doctor, urgent care, or emergency room in your area, if needed.

Start your visit by tapping *Virtual Care*, then *Urgent Care* in the Gia app.

Visit mvphealthcare.com/getgia to download the *Gia by MVP* mobile app.



Everyday Health Care

Send in-app messages to a provider for support and treatment of routine, non-urgent health needs. Available through our partner, Galileo. No appointment needed.

Connect with a Galileo provider for:

- Help with various health topics like vaccines, medications, high blood pressure, tobacco cessation, and birth control
- A preventive care visit (check-up) with a primary care provider
- Medication refills
- Help managing diabetes, heart disease, COPD, asthma, depression, and other chronic conditions
- Treatment for a sexually transmitted infection (STI)
- Screenings and lab tests, including routine blood work, diabetes tests, colon and breast cancer screenings, hypertension screenings, and more

Access Galileo through the Gia app by selecting *Virtual Care*, then *Everyday Health Care*. Available to MVP members age 18 and older.

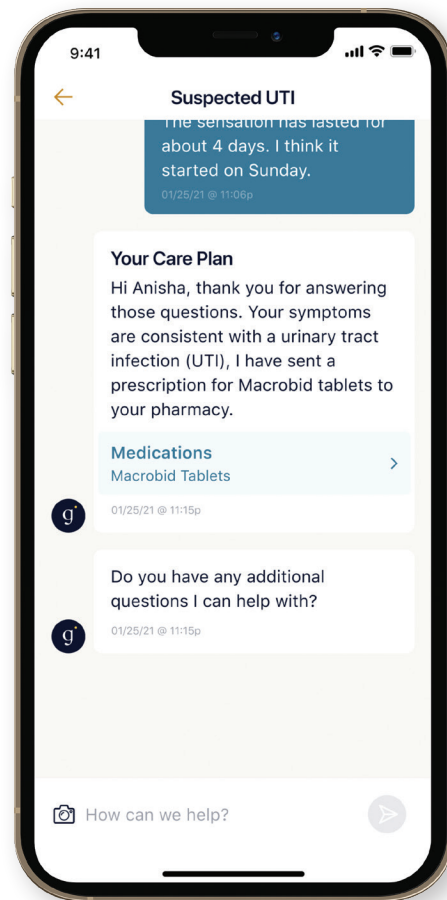
Behavioral Health

If you need ongoing support for conditions like anxiety, depression, trauma, or addiction, our virtual behavioral health partner, myVisitNow, connects you to a behavioral health provider online.

Access myVisitNow through the Gia app by tapping *Virtual Care*, then *Behavioral Health Care*.

Therapy services are available to MVP members ages 12 and older.

Medication management is available to MVP members ages 18 and older.



If you have a life-threatening emergency, call 911.



Get Started with Gia

Scan this code using your smartphone camera, or visit mvphealthcare.com/getgia to download the *Gia* by MVP mobile app.