Telehealth vs. In-Person Visit
How to Choose Care

Your MetroHealth care team is always here for you, whether it’s in person or through a telehealth visit. If you’re not sure what visit type is best for you, call or MyChart message your provider today.

metrohealth.org/appointments

**In-person visit**
You should **ALWAYS** see a provider in-person for these concerns:

- New patients to build relationship with provider
- Annual preventive care/physical exam
- New or ongoing, undiagnosed issues that require a physical exam, tests and screenings
- Upset stomach/abdominal pain
- Reproductive health
- Procedures (such as sutures, suture removal, breathing treatment, etc.)

**Telehealth visit**
You can see a provider through a telehealth (video or telephone) visit for these types of concerns and more:

- Fever, cough, cold or flu
- Skin and nails, such as minor burns, rashes, dry skin/eczema, poison ivy/oak, insect bites athlete’s foot, ingrown nails or acne
- Cuts that do not require stitches
- Joint or back pain/sprains
- *Respiratory infections, bronchitis, seasonal or pet allergies
- Chronic disease management (Diabetes, Headaches, High Blood Pressure, High Cholesterol, Weight Management, Smoking Cessation) after you have a treatment plan
- Sore throat, sinus infections, stuffy nose or hoarseness
- New patients with urgent-type needs, like sore throat, cough and ear pain
- Gastrointestinal, such as heartburn, nausea, vomiting or diarrhea
- Women’s issues, such as urinary tract infections
- Eye infections, irritations or pink eye

*If you are exhibiting symptoms of coronavirus/COVID-19, please call 440-59-COVID (440-592-6843) to speak with a clinician who can advise you.

**Go to the Closest ER or Call 911 for the Following Emergencies**

- Difficulty breathing
- Fainting
- Chest pain or pressure
- Uncontrolled bleeding
- Sudden severe pain
- Coughing or vomiting blood
- Poisoning
- Major injuries, such as broken bones
- Sudden facial drooping or weakness in an arm or leg