

Virtual Primary Care FAQ

Can my condition be treated with telemedicine (virtually)?

Most acute care and chronic care medical conditions can be diagnosed and treated virtually. For acute or chronic conditions that cannot be safely managed virtually, your Provider may recommend an in-person visit to a doctor that is in your medical network with your comprehensive health plan.

What conditions can be treated with my membership?

Our providers are qualified to treat many conditions including but not limited to: Acne, Asthma, Anxiety, Cold/Flu, Depression, Diabetes, Migraine, Skin Rash, UTI, Acid Reflux, High Blood Pressure, High Cholesterol, Women's Health Concerns (Birth Control, Hormone Replacement, Osteoporosis, Sexual Health, and others), Men's Health Concerns (Prostate conditions, Erectile dysfunction, Low Testosterone, Hair Loss, Sexual Health, and others), Pediatric Conditions access to Pediatricians, Asthma, Cold/Flu, Skin Rash, and others). You can receive care for a wide variety of conditions with access to providers on demand (Same day) or by scheduling an appointment when it is convenient for you.

What are some of the conditions that cannot be taken care of online?

While we can take care of a lot of your healthcare needs, there are some things that need to be taken care of in-person, and some things that should not be treated virtually. These would include care for children under the age of 2, chest pain, shortness of breath or trouble breathing, confusion, severe headache, especially with a stiff neck or associated with sensitivity to light or sound, dizziness, trouble urinating and making low amounts of urine, disability evaluations, ADHD, bipolar disorder, other serious psychological conditions, and prescribing restricted medications (opioids, ADHD medications, benzodiazepines, etc.). If you can afford a major medical insurance plan, it can help cover you for health concerns like those listed above. Your membership is a supplement to a high deductible health plan and covers convenient concierge-level routine care.

What happens if I need to see a doctor in person?

We understand that not everything can be handled via virtual health, this is where traditional insurance plays a role. Coverage for major medical insurance for most people is through their Employer, such as Blue Cross, Aetna, Cigna or United. Other coverage options are through the exchange for individuals and/ or Medicare. If you need to see a provider in person our Care Team can help you find a provider in your network or through local care options.

Can my doctor order labs if they think it's necessary?

If your provider determines that you need lab work, they can order lab work during your visit and send the orders to a partner facility near you electronically. All you need to do is stop by that lab during business hours to have your test(s) done and the results will be sent to you and your provider electronically. You may choose your own lab, and your provider will create your lab order that you can download from your health records page. To cover the cost of the labs you may present your traditional insurance card or pay out of pocket.

Can I continue to see a virtual doctor on an ongoing basis if I like them?

Yes. You can select your doctor in your member portal and schedule appointments with them specifically. However, if you need on-demand care, we recommend taking the first available appointment through your membership portal.

Should I just visit urgent care or a convenience clinic?

It depends. Receiving care at an urgent care or convenience clinic is always an option that you can pay for. However, the distinct advantage of your virtual membership is the ease of access for virtual visits, versus driving to an urgent care center and paying for every visit.

What if I have an emergency?

Call 911. Emergency situations require immediate attention and evaluations cannot be performed virtually. Your membership does not include any services that require an in-person visit, so you will need to make your own arrangements for these services through your major medical insurance plan. Please remember that your virtual membership is not a major medical insurance product.

What times are virtual appointments available for me to see a doctor?

Providers are available Monday through Friday from 8AM – 8PM in your respective time zone.

Can my child receive care?

Children ages 2 - 17 can receive care and medications through an 'add-on' to a relative's adult membership for no additional cost. Dependents aged 18 - 26 can receive care and medications through an 'add-on' to a relative's adult membership for a nominal membership fee (Single Plus 1 or as part of a Family Membership).

Is it possible to receive a provider's note, or other medical forms?

Your virtual care providers can provide simple forms such as work/school excuses or return to work/school documents whenever clinically appropriate. Please discuss your need for a work note with your provider at the time of the appointment for swift processing. In some instances, your provider can provide more substantial documents like FMLA forms, Disability forms or Handicap/DMV card documents. To help you, these evaluations may require more than one appointment so the provider can learn more about your condition and review any prior medical records. Sometimes, additional tests or an in-person evaluation may be necessary.