

Virtual Visits FAQ



What is a virtual visit?

A virtual visit allows you to connect through live video with a Texas Health Physicians Group provider. Using your smartphone, tablet or computer, you can get non-emergency care wherever you are – at home, at work or on the go. It's a great option for urgent health care when you aren't able to be seen for an office visit.

What can I use a virtual visit for?

During a virtual visit, a Texas Health Physicians Group provider can help you with a non-emergency care/urgent care need such as:

- Cold and flu symptoms
- Sinus infection
- Common or seasonal allergies
- Bladder infection (UTI)
- Constipation and/or diarrhea
- Pink eye
- Check of chronic conditions including diabetes complications, cholesterol and hypertension
- Skin conditions, including rashes and minor burns

Virtual visits are not for medical emergencies. Call 911 or go to the nearest emergency room if you feel you are experiencing a life-threatening condition.

What are the benefits of a virtual visit?

- No in-office wait time.
- No travel required. You can complete your visit from wherever you are.
- Secure, private access to a Texas Health Physicians Group provider.

When can I use a virtual visit?

Virtual visits are available during regular office hours. Please speak with your provider at your next appointment to learn whether this new care option is right for you.

Can I use a virtual visit for my child?

Yes, a parent or guardian can use a virtual visit for a dependent. You will need to complete a general consent form prior to the virtual visit appointment.

How should I prepare for a virtual visit?

There are some steps you can take to help ensure your visit goes smoothly and you get the care you need.

- If you haven't already done so, set up a MyChart account in advance of scheduling a virtual visit.
 - You can create a MyChart account online at MyChart.TexasHealth.org, or visit the Apple or Google Play store and download the Texas Health MyChart app to your device.
 - For questions about activating your MyChart account, please call 682-236-6700 or complete the MyChart Help form at TexasHealth.org/MyChartHelp.
- Complete the eCheck-in information prior to your scheduled virtual visit. You can complete this information through the MyChart portal up to seven days prior to your visit. If you choose to complete the eCheck-in the day of your visit, please allow a minimum of twenty minutes. It's important to know that if the eCheck-in information is not completed before your scheduled visit time, you will not be able to see the provider and you will need to call the practice to reschedule your virtual visit.
- Find a private, quiet environment with good lighting and a strong WiFi connection for your visit. This should be a place where you feel comfortable discussing your medical issues.
- Think about what you want to talk about with your provider ahead of time to make the best use of your scheduled visit.

You must complete eCheck-In before joining the video visit.

- Verify Personal Information
- Verify the Person Responsible for Payment
- Verify Insurance
- Complete Appointment Questionnaires
- Verify Medications
- Verify Health Issues
- Verify Allergies
- Sign Documents

ECHECK-IN

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What type of technology is needed for a virtual visit?

You can conduct a virtual visit via your iPhone or Android device, iPad, tablet, laptop or computer. You should be connected to a strong WiFi network or signal.

How much does a virtual visit cost?

Texas Health will bill your insurance provider for the virtual visit, and your obligations will be determined by the plan you have with your insurance provider. If the visit is a non-covered service or if you select to not use insurance, the cost of the virtual visit will be \$49. This cost is for the provider visit only and does not include the cost of any prescriptions, follow-up lab work or follow-up visits if deemed applicable.

Can I get a prescription written during a virtual visit?

Yes. It is possible to get some medications prescribed during a visit, at the discretion of the Texas Health Physicians Group provider. A prescription written during a virtual visit is based on your symptoms and the provider's ability to comprehensively evaluate your condition. Medications that are typically prescribed are for infections, allergies and other non-life-threatening ailments, and are prescriptions similar to those available during an in-person office visit.

What do I do if I need to cancel or reschedule my virtual visit?

Please call the practice if you need to cancel or reschedule your virtual visit appointment.

How do I access a summary of my visit for my records?

You can access a summary of your virtual visit through your MyChart account.

What do I do if I have questions or trouble connecting?

If you have questions related to your MyChart account and the eCheck-in process, please call 682-236-6700.

If you experience issues connecting to your virtual visit, please call 888-658-6643.

What do I do if I get disconnected?

In the event the video connection is disrupted during your visit, you will need to call the practice to reschedule your virtual visit.

