

# Telehealth

(Video or Phone Appointment)

Your next visit will be virtual! Here's what you need to know.



Lower stress



Reduce waiting time



No need to schedule transportation



Ensure high quality of care during the COVID-19 pandemic

For your safety during the COVID-19 pandemic, your next visit will be held through a secure video or phone call. Your provider will still be able to prescribe medications, refill your medications, and order labs and referrals.

Someone from your care team will call you 15 minutes before your scheduled visit and help you log in to the website. The website will allow you to talk to your provider through a video call.

Your provider's website is:

Example: <https://primecarehealth.doxy.me/drprimecare>

## What do I need to have a successful video call?

- Access to a smartphone or computer with a camera
- A data plan or Wi-Fi in your home
- Someone who can help you if you are not comfortable getting to the website on your own

\*If you're not comfortable with this format, you can also choose a phone call for your visit

Questions? Call us at (312) 633-5841

