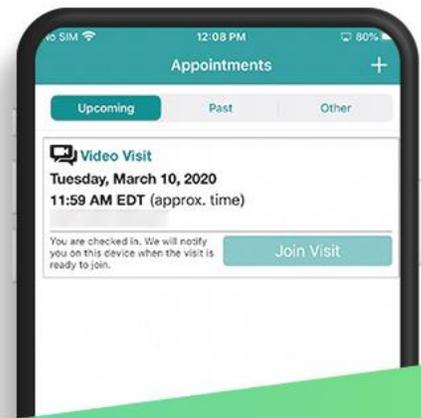




Video Visits

Frequently Answered Questions



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What is a Video Visit?

A Video Visit is like an in-person visit, except done through a webcam. You'll receive care from your trusted physician through a video call and discuss any issues face-to-face.

How is care delivered?

Video Visits occur via webcam. Your clinician develops a treatment plan. When appropriate, a prescription is ordered. It's the same quality of care as if you were in the office.

How long can I expect my Video Visit to take?

Visits are generally 10-15 minutes once started.

Is my personal health information secure and protected during a Video Visit?

Yes. Video Visits use secure video conferencing technology developed for medical care. The software's security and confidentiality protocols meet the requirements of HIPAA. Your Video Visit is also not recorded. After the visit, you will receive a secure message with a summary of your care instructions.

How do I request a Video Visit?

Log in to your FollowMyHealth account via our mobile app or on your browser. There are two kinds of Video Visits your provider may offer. One is an On-Demand Video Visit. This is similar to visiting an Urgent Care facility or walk-in clinic. From mobile, go to your appointments screen, tap the plus sign to create a new appointment, and tap "Show Wait Times." Follow the steps to enable your device and select your provider. Once you've joined the wait room, you'll be notified when it's your turn and your provider is ready. Many providers offer Scheduled Video Visits as well. Tap "Schedule Appointment" from your mobile device to see what's available.

What do I need for Video Visits other than a camera and microphone?

For the best experience, use your FollowMyHealth mobile app (either iOS or Android). On desktop, we recommend using Chrome or Firefox as your browser. You can use Internet Explorer or Safari, but you will be asked to download a plugin. You will also have a better experience with high-speed internet, but our platform will connect as long as speed is not below 1 Mbps. Once you select "Start a Video Visit," prompts will guide you through the setup process.

Can I get a prescription from a Video Visit?

When appropriate, yes. Your clinician will determine a best course of action just like an in-person visit. Controlled substances will not be ordered without an in-person visit.

What happens if I need to have blood drawn or some other test?

A lab can be ordered. Often times, prescriptions can be made based on the lab results.



Already have an account?
Download the FollowMyHealth App
and log in with your username and
password for access on-the-go!

