

Virtual Urgent Care FAQ

I live in New York, but I'm on vacation in Florida – where should I request my medical visit?

You should request a consultation where you are currently physically located. The service line you select does not have to correlate with your home or billing address, it depends on where you are located at the time you request a visit. If a provider decides a prescription is necessary, we can electronically submit an e-prescription to the pharmacy nearest you.

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 this program is not a major medical insurance product.

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

You can speak to an urgent provider 24 hours a day, 365 days a year.

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 membership in this program is the ease of access for virtual visits, versus driving to an urgent care center and paying for every visit.

Can your doctors prescribe narcotics or other controlled substances?

Controlled substances have the potential for addiction and must be carefully prescribed. Due to the nature of telemedicine, we cannot monitor these risks, follow-up on a continual basis or provide an in-person assessment.

Can Urgent Care doctors be my primary care provider?

Unfortunately, no. We do want to support your care between office visits, though, such as when you are traveling or when you have a limited condition, such as an infection, flu or allergies that needs quick and convenient treatment. We do offer a primary care option so check your membership to see if it is included.

When should I use my Urgent Care service?

You can use our Urgent Care service line for non-emergency or low-acuity conditions that you would typically visit an urgent care, retail clinic or primary care provider for, such as the flu, a cold, allergies, strains and sprains.