

Virtual Care 101

	Virtual visits	Everyday Online visits
Connection	Secure video	Online questionnaire
Happens in real time	Yes	Average response time: within 15 minutes
Cost	Same cost as a standard clinic visit; reimbursed by most health plans	\$49 or insurance co-pay, whichever is less
Ages	All ages	Children to age 65
Hours	During clinic hours	24/7
Appointment needed	Yes	No
Best for	Common illness or injuries Follow up care Family planning Mental health conditions	Common illnesses or injuries
Why choose this option?	You can talk directly with your own provider or specialist	Fast, easy and always available