

Video Visit FAQ's

What is a Video Visit?

Videos Visits are interactive, real-time video appointments with a provider. All you need is a mobile, tablet, or desktop device with a camera, an Internet connection, and a quiet, private place where you can talk. During the visit, you discuss your symptoms and get the care you need.

Video Visits should NOT be used for emergency health issues. In life-threatening situations, call 911 or go to the nearest emergency room.

Why do I need a video visit?

Due to COVID-19, we are trying to protect your health and the health of our staff and providers by limiting patient visits in the office. Your providers have determined which visits can be safely done over a video visit.

What if my symptoms cannot be fully addressed during a Video Visit session?

If the provider cannot help you during the Video Visit, he or she may recommend for you to be seen in the office. If this is the case, our front desk staff will schedule you.

How much will it cost?

A video visit is billed to the insurance in the same way as a regular office visit. The cost you may ultimately be responsible for depends largely on your insurance coverage. Talk to your carrier about questions related to your benefits and coverage. WTMF will bill you for your portion of the visit after insurance.

What if I don't have health insurance?

If you do not have health insurance, we will bill you at our cash pay visit rate. Our office staff can provide fee information for you.

What do I need for my video visit?

To take part in a Video Visit, you will need:

- A reliable Internet or mobile phone connection
- A personal mobile, tablet, or desktop device with a camera and microphone
- A private, quiet place to discuss your symptoms
- We highly recommend that you set up a MyChart account

What if I get disconnected during my video visit?

If we get disconnected, our office staff will call you. If we can't reconnect, you and your doctor can decide if you need another visit.

Can I still get a doctor's note following my video visit?

Our doctors can provide a note for you with this visit. The most convenient way to the note is via your MyChart account.

Can I still do a video visit if I don't have video capability but just want to see my doctor?

We also have telephone visits available for people who don't have video capability.