

# Virtual Visits FAQ

## Who can use virtual visits?



Virtual visits are available to all those eligible to use the health center services- all employees, spouses, retirees, and dependents (age 5 and up for acute, age 10 and up for well and chronic) on the insurance plan.



## When should I schedule a virtual visit?

Below are suggested appointment types for virtual visits and in-person visits:

### Virtual Visits:

- Allergies
- Back pain
- Cold/cough/flu
- Fever
- Headache
- Earache
- Nausea
- Sinus infection
- Follow-up appointments
- Medication refills
- Sore throat

### In-Person visits:

- Annual Physical
- Allergy & flu shots
- Vaccinations
- Acute & urgent care
- Women's health
- Chronic condition management
- Biometric screenings
- Lab services
- Preventive exams
- Rash & bites



## What time are virtual visits available?

Virtual visits are available during normal health center hours.

Monday, Tuesday, Thursday	7:00 a.m. - 7:00 p.m.
Wednesday	7:00 a.m. - 7:00 p.m.
Friday	7:00 a.m. - 5:00 p.m.
Saturday	8:00 a.m. - 1:00 p.m.

## How do I schedule a virtual visit?



To schedule a virtual visit, you can log in to the My Premise Health app or visit [mypremisehealth.com](https://mypremisehealth.com). When prompted to choose an appointment type, select "Telephonic" or "Video". Sign in to your My Premise Health account 10 minutes before your appointment to complete your eCheck-In. Once ready, your provider will join the video visit or call you if you selected a telephonic visit. You may also call Member Services at (772) 617-1806 for assistance or to schedule any appointments. Beginning Wednesday May 24th there is a dedicated telephonic only schedule with Teena White from 8:00 a.m.-5:00 p.m.

To ensure there isn't a delay to your care or concern for privacy, please be sure you are in a quiet place with a stable connection.

District Health  
Center

