

Virtua Urgent Care Telehealth: Your Partner in Providing Safe On-Demand Care

Virtua Urgent Care has been a trusted resource for you and your patients, providing safe and reliable care for minor illnesses and injuries that pop up fast. Now, our telehealth visits make it even easier to get reliable care for life's little emergencies - care you can be confident to recommend.

Just like with Virtua Urgent Care in-person visits, you'll get detailed online reports of your patients' telehealth visits so you are always in the loop regarding any recommended follow-up care with your practice.

Virtua Urgent Care Telehealth: What We Treat

- Seasonal allergies
- Cold or flu-like symptoms
- Coronavirus consults
- Earaches
- Eye problems
- New or chronic head pain
- Rashes, bumps, bruises and scrapes
- Sinus infections
- Upset stomach
- Urinary tract infections
- Medication refills

For lab work, X-rays, and other procedures, patients may need to see a provider in person.

Convenient Hours:

Mondays through Fridays: 8:00 a.m. - 8:45 p.m.

Weekends and Holidays: 9:00 a.m. - 4:45 p.m.

Your patients can find Virtua Urgent Care Telehealth online at: www.virtua.org/UCFromHome

To learn more, visit virtua.org/UCFromHome



Urgent Care Telehealth Frequently Asked Questions (FAQs)

Below are some common questions and answers patients may have regarding urgent care telehealth:

Q: Should I contact the Urgent Care Telehealth service or my primary clinician first?

A: Your primary clinician knows you best and should always be your first contact. We know your clinician can't always be available 24 hours a day, so we are here to support your care during after-hours or for issues that require immediate attention.

Q: Will my clinician get a copy of my notes?

A: Absolutely. If you want us to send a copy of your telehealth encounter to your primary clinician, they will get an electronic copy right after your visit is complete.

Q: How much does this service cost?

A: Urgent care telehealth service is the same copay as a visit to our physical UC visit.

Q: What if my issue cannot be resolved by telehealth?

A: While we are able to address many medical issues by telehealth, there are times we need to see you in-person. If you start an urgent care telehealth visit that cannot be completed electronically, we will offer to see you in-person the same calendar day at one of our 8 physical locations at no additional cost. You will then be directed back to your primary care doctor for follow up.

Q: What technology do I need?

A: The Urgent Care telehealth service works from any device with a camera (mobile phone, tablet, computer).

Q: Do I need to download an app?

A: No. While downloading an app can improve the experience, an app is not required.

Q: What if I'm not good with technology?

A: No worries, we have a dedicated patient tech team that can help you if you run into problems!

