

# Adult Telemedicine

## Frequently Asked Questions

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**MI DOCTOR**  
FAMILY MEDICINE



### **Who can be seen and treated in Adult Telemedicine?**

Any established patient can be seen and treated through this platform, as long as it meets the Telemedicine criteria for care.

### **Will patients get a bill if they are treated through the Adult Telemedicine platform?**

Regardless of a patient's insurance coverage, an Adult Telemedicine visit is treated the same as an in-office visit. Patients will be billed for any copays or deductibles they are responsible for.

### **What health insurance plans can be seen on Telemedicine platform?**

We accept all health insurance plans.

### **Is there a self-pay/cash pay price?**

Yes, there is a self-pay option available. The current self-pay rate is \$59. Please note that this will be billed after the visit.



## **What are the hours of operation to be seen for Adult Telemedicine?**

The Adult Telemedicine is available for Texas patients 7 days a week, 6:00pm -10:00pm Holidays included.

## **Do patients have to schedule an appointment?**

Yes, call 1-888-776-5252 to schedule an appointment.

## **How long are the visits typically and is there a wait?**

Currently the wait time is very low in TX – less than 6 minutes.

## **Is it hard to connect to see a provider? How easy is it to see a clinician?**

Virtual visits are simple! After scheduling your appointment, you will receive a text message with a link to join the visit. All you need is a mobile device with cellular service or Wi-Fi connectivity.

## **Are the clinicians Spanish speaking?**

Yes, many are. This info can be found in each clinician's profile, translation is available.

## **Can prescriptions, laboratory testing and referrals be made using Telemedicine?**

Yes, our clinicians can prescribe medications, order tests and / or make referrals to specialists.

