

Virtual Visit

FREQUENTLY ASKED QUESTIONS

How does Frederick Health Medical Group Virtual Visit work?

A Virtual Visit is an easy way to be treated for common conditions. Just jump online and connect with a provider. Get a diagnosis and expert care from trusted, local Frederick Health Medical Group providers. Then, get on with your day!

Who can use Frederick Health Medical Group Virtual Visit?

Anyone over the age of 18 can create an account. You can also add adult dependents and minor children over the age of two to your account. Visits for minor children must be completed by a parent.

What conditions can be treated with a Virtual Visit?

You can be diagnosed and treated for a variety of common conditions through a Virtual Visit.

These may include:

- Cold
- Influenza/flu
- Vaginal yeast infection
- Diaper rash
- Diarrhea
- Motion sickness prevention ...and more
- Sinus infection
- Hay fever/allergies
- Pink eye/conjunctivitis
- Eczema
- Heartburn

When is Frederick Health Medical Group Virtual Visit available?

You can complete an online visit at any time. Our providers will respond within one hour between 8 A.M.-7 P.M., Monday through Friday or 8 A.M.-5 P.M. on Saturday and Sunday.

How soon will I get a response?

We guarantee a response within one hour during operating hours. If you complete a visit after hours, you will receive a response the next day.

Who makes the diagnosis?

Once you've answered all the interview questions, a Frederick Health Medical Group-licensed, board-certified clinician (physician/MD), nurse practitioner (NP), or physician's assistant (PA) will review your symptoms, make a diagnosis, and develop your treatment plan.

What if you can't provide a diagnosis?

We do our best to treat you online, but not every condition can be treated via our Virtual Visit service. If your health concern cannot be addressed through this service, you may be directed to a Frederick Health Medical Group location for care. If this is the case, you will not be charged for the Virtual Visit.

Can I get a prescription?

Providers are licensed and able to prescribe certain medications as part of your care plan, if clinically appropriate. We do not provide prescriptions for pain medications or narcotics.

This service is not an online pharmacy and we cannot fill (or refill) prescriptions. If a prescription medication is part of your treatment plan, you can send it to the pharmacy of your choice. You are responsible for the cost of any prescriptions, over-the-counter treatments, or follow-up visits you may need related to prescriptions.

How can I get my prescription filled?

If a prescription is clinically appropriate, your treatment plan will include a link to have your prescription filled. Just click the link, select the pharmacy of your choice, and send the prescription—it's that easy.

Will my prescription be covered by my insurance policy?

Most pharmacies accept most insurance plans. That said, please verify that the pharmacy you select is within your covered network before sending your prescription to that pharmacy.

How much does Frederick Health Medical Group Virtual Visit cost?

A Virtual Visit costs \$25. You can pay with a credit card or a health savings or flex spending account (HSA/FSA) card.

Is my Frederick Health Medical Group Virtual Visit covered by insurance?

You may submit your receipt to your insurance company, but we cannot guarantee you will be reimbursed.

Do you accept Medicare?

Medicare patients are welcome to use Frederick Health Medical Group Virtual Visit; however, your visit is not currently reimbursable.

Is my personal information safe?

All the information you provide is encrypted and protected. Our Virtual Visit Terms of Service gives more information on how we protect the personal information provided through our website.

Do I have access to records of my visit?

Yes. You can access your visit records at any time through your account.

Will my doctor know I've completed a Virtual Visit?

If you are a current patient of Frederick Health Medical Group, your records will be saved as part of your medical record. If you want to share your records with a physician outside of Frederick Health Medical Group, you can print or email your records. Or call 240-345-9620 to send a copy of your Virtual Visit record to your doctor.

What browsers do you support?

The Frederick Health Medical Group Virtual Visit platform requires you to use a modern browser to ensure your data is secure and your experience is awesome. You can use any of the following browsers for your visit: Internet Explorer 11 or newer, Chrome, or Firefox. If you don't have one of these browsers, you can download Chrome or Firefox for free.

How can I access the Frederick Health Medical Group Virtual Visit?

You can access the service from any web-enabled device—smartphone, tablet, laptop, or desktop.