

What you Need:

A computer or mobile device with built in microphone and camera, or a computer or mobile device and a webcam.

If on a mobile device use your devices' web browser to get started, you'll be prompted to download the my ePhysicians app once you start your visit.

If on a computer use Google Chrome or Firefox web browser.

How it Works:

1. Follow the link provided by your doctor's office
2. Create an account and set up your patient profile
3. Request a visit and confirm your information
4. Start your visit and enter the virtual waiting room
5. Click *Join* to connect to your doctor and get treatment

Next time just follow the link or open up your my ePhysicians app and login to your account.



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Frequently Asked Questions, Answered:

Q: What is an online video visit with my ePhysicians?

A: My ePhysicians let's you connect quickly and conveniently with your doctor through online secure video conferencing.

Q: How can my doctor treat me without a physical exam?

A: Many conditions can be diagnosed and treated by your doctor without a physical exam - knowing your medical history and how you're feeling can be just as important to your doctor for delivering successful treatment. With my ePhysicians online visits, you can also upload photos of any visible symptoms to ensure your doctor will have everything they need to provide quality care.

Q: Do I need special equipment?

A: Just the basics... If your computer or mobile device already has an integrated camera and microphone, you shouldn't need any extra equipment to get started. If not, you just need a computer or compatible mobile device (tablet or smartphone), a webcam, and a microphone.

Q: Is my medical information secure?

A: Yes. My ePhysicians is HIPAA and COPPA compliant, so any personal health information you provide is completely safe and secure.

Q: Will my insurance pay for it?

A: Online visits are covered by most medical insurance plans, similar to a regular office visit. Check with your health plan for more details regarding coverage and benefits for telehealth services.

Q: Can an online visit be used for medical emergencies?

A: No, online visits shouldn't be used for emergency care. If you have a medical emergency, please dial 911 immediately.

Q: Can my doctor prescribe medication?

A: Yes, if your doctor decides a prescription is needed for your treatment plan they can prescribe it, electronically, to the pharmacy of your choice.



Getting Started is Simple!
Ask your doctor's office for more information.