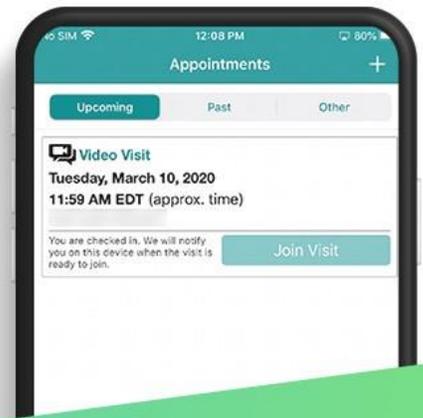# Video Visits

Frequently Answered Questions

What is a Video Visit?

A Video Visit is like an in-person visit, except done through a webcam. You'll receive care from your trusted physician through a video call and discuss any issues face-to-face.

How is care delivered?

Video Visits occur via webcam. Your clinician develops a treatment plan. When appropriate, a prescription is ordered. It's the same quality of care as if you were in the office.

How long can I expect my Video Visit to take?

Visits are generally 10-15 minutes once started.

Is my personal health information secure and protected during a Video Visit?

Yes. Video Visits use secure video conferencing technology developed for medical care. The software's security and confidentiality protocols meet the requirements of HIPAA. Your Video Visit is also not recorded. After the visit, you will receive a secure message with a summary of your care instructions.

How do I request a Video Visit?

The same way you would schedule a regular visit. When you call just request a Video visit with your provider. You can also request to schedule a visit through your FMH account via your mobile app or on your browser.

What do I need for Video Visits other than a camera and microphone?

For the best experience, use your FollowMyHealth mobile app (either iOS or Android). On desktop, we recommend using Chrome or Firefox as your browser. You can use Internet Explorer or Safari, but you will be asked to download a plugin. You will also have a better experience with high-speed internet, but our platform will connect as long as speed is not below 1 Mbps. Once you select "Start a Video Visit," prompts will guide you through the setup process.

Can I get a prescription from a Video Visit?

When appropriate, yes. Your clinician will determine a best course of action just like an in-person visit.

What happens if I need to have blood drawn or some other test?

A lab can be ordered. Often times, prescriptions can be made based on the lab results.

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and log in with your username and
password for access on-the-go!