



Information about a Virtual Doctor Visit **(Telehealth Visit)**

1. Call your PCP, pediatrician, or Heritage Valley Convenient Care Clinic.
2. Discuss symptoms and when appropriate a virtual doctor visit may be scheduled.
3. Prior to scheduling a virtual appointment, the provider will assess symptoms/illness.
4. You will be asked about accessibility and devices (computer/laptop/tablet/phone).
5. You will need to provide insurance information, an email, and a phone number.
6. You will receive an email with the appointment time and information on how to participate in the virtual doctor visit.
7. At the scheduled time, the provider will open the virtual doctor visit.
8. Based on the virtual doctor visit results, the provider may schedule an in-person office/clinic visit for further evaluation.
9. The provider may order a COVID test.
10. If a COVID test is ordered, you will be given a phone number to call to schedule the test.
11. At the scheduled date and time, go to the COVID testing site to be tested.
12. Continue to quarantine/isolate and follow the provider's instructions for self-care while waiting for COVID test results.
13. You will receive a phone call with the COVID test results.
14. If necessary, instructions for further isolation, time frames, and quarantining will be given.
15. The Department of Health (DoH) may call you regarding contact tracing and to provide additional information.
16. You may need a "Return to School/Work Excuse" – please follow up for this.