



TELEMEDICINE

Telemedicine Wait Times

In light of the recent COVID-19 (coronavirus) outbreak. The CDC recommends leveraging telemedicine for your unique medical needs to help limit the spread of the virus by eliminating the risk of exposure to the ER, urgent care, and primary care offices.

However, due to this, Telemedicine providers, like ours, are experiencing higher than normal delays.

While telemedicine providers are working on ways to increase their capacity, they are recommending members **schedule their virtual visits** rather than remain in the virtual waiting room for an unknown period of time.

Wait times may be longer than usual, but please remember the ability to call from home is the safest way.

Note: You should not use Telemedicine if you are experiencing a medical emergency. In the event of a medical emergency, please call 911.