



Crossroad Telehealth Q&A

Q: Can I see my regular health care provider for a telehealth visit?

A: In most cases, yes. Almost all of our providers offer telehealth visits. Even if your primary care provider doesn't offer this service, you can choose to video chat with any of our other providers who do. And you can often schedule a same-day telehealth appointment.

Q: What conditions can be addressed during a telehealth visit?

A: You can talk with a health care provider about many things, including:

- Colds and coughs
- Pink eye
- Follow-up visits
- Sore throat
- Congestion
- Stomach aches
- Medication refills and questions
- Behavioral health issues
- Urinary tract infections and more

Q: How much does a telehealth visit cost?

A: A telehealth visit usually costs the same as an in-person visit. These appointments are billed to insurance in the same way as a traditional visit, so they are typically covered by your insurance just as an office visit would be.

Q: Is my information private?

A: Yes! Your health care provider will conduct your telehealth visit through your secure Patient Portal account. Your visits are still private and between you and your health care provider.