

Frequently Asked Questions

CHS eVisit™



What is CHS eVisit?

CHS eVisit provides 24/7/365 access to U.S. board-certified doctors through secure video visits for many non-emergency illnesses, such as the flu and seasonal allergies.

Who are the doctors?

CHS eVisit's doctors are U.S. board-certified physicians, certified in Internal Medicine, Family Practice, or Pediatrics. Our doctors can diagnose, treat, and prescribe medication for your non-emergency conditions. This includes treatments for the flu, sore throat, eye infections, bronchitis, and much more.

Does CHS eVisit replace my doctor?

No. CHS eVisit does not replace your primary care doctor. CHS eVisit should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

What kind of medical care does CHS eVisit provide?

CHS eVisit provides general medical care for many non-emergency illnesses including flu, allergies, sinus infections, and more.

How do I set up my CHS eVisit account?

Setting up your account is a quick and easy process. Visit the [CHS eVisit](#) website or download the mobile app and click "Register Your Account." You will be guided through step-by-step instructions.

How do I request a visit to talk to a doctor?

Visit the [CHS eVisit](#) website or mobile app, log into your account and click "Request a Visit."

How quickly can I talk to the doctor?

Visit requests are answered in 30 minutes or less in the comfort of your own home or on the go. Upon requesting a visit, you will be placed into the virtual waiting room until the next available doctor answers.

What if I miss my virtual visit?

You will be notified when the doctor is ready to see you. If you miss your visit, you will be returned to the end of the queue. The visit request is cancelled if you miss three attempts from the doctor.

Is there a time limit when talking with a doctor?

There is no time limit for virtual visits with a doctor.

Can CHS eVisit doctors write a prescription?

Yes, all CHS eVisit doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. CHS eVisit doctors do not prescribe substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse.

What does a virtual visit cost?

The cost of a CHS eVisit visit will be determined by your benefits plan.



How do I pay for the consult?

Your visit may be covered by insurance. If not, you pay for the consult at the time of service, and you can use your credit card or debit card.

If the CHS eVisit doctor recommends that I see my primary care physician or a specialist, do I still have to pay the visit fee?

Yes. Just like any doctor appointment, you must pay for the visit regardless of the doctor's recommendation.

Can I provide virtual visit information to my doctor?

You can request to have your visit notes sent to you or your doctor.

Is the visit fee the same price, regardless of the time?

Yes! CHS eVisit charges one flat rate per visit.

Does CHS eVisit replace my child/minor's pediatrician?

No. CHS eVisit does not replace the pediatrician or primary care physician for any member, regardless of age. CHS eVisit should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

Is there a different medical history form for children?

Yes, a pediatric medical history must be completed for all children less than 7 years of age.

What ages are covered by CHS eVisit's pediatric network?

CHS eVisit provides quality care to all members. Children under the age of 18 must be accompanied by a parent or guardian during the virtual visit.

Will the child interact or speak to the doctor directly?

The child must be present during the video visit; however, the level of child involvement is at the discretion of the doctor. In all cases, the doctor will speak directly with the parent or guardian.

Set up your account today!

CHSeVisit.org

1

Get started

Download the app or visit the URL above

2

Set up

Create username and password.

3

Request a Visit

A doctor is now just a click away!

