

As a proactive measure and to increase patient safety, we will continue offering virtual visits to all established and new patients in an effort to reduce the spread of COVID-19. Please read all of the information on this page prior to your visit. If you have questions, would like to reschedule an existing appointment or schedule a virtual visit, please call our office at (434) 654-8900. Our office hours remain the same: Monday – Friday 8:00am – 5:00pm.

WHAT IS TELEHEALTH?

A telehealth visit is a real-time visit with your healthcare provider that is done over a video call. You can share your healthcare concerns and talk to your provider about treatment and appropriate care. If you need a prescription, we will electronically send it to your pharmacy.

If the provider feels that you need to come into the clinic for further evaluation and treatment, we will schedule you to come in.

WHAT TYPE OF VISITS ARE FOR TELEHEALTH?

- Acute Visits:
 - Bronchitis & Cough (URI)
 - Sinusitis or Allergies
 - Cold or Flu Symptoms
 - Vaginitis (Yeast ifxn or BV)
 - Nausea or Stomach Flu
 - Mid Diarrhea or Constipation
 - Insect Bites, Rashes, Eczema
 - UTI (No Males)
 - Anxiety or Mild Depression
 - Pinkeye or Eye Problems
- Primary Care Visits
 - Need to Establish Care
 - Medication Refills
 - Hospital Discharge (TOC)
 - ED Follow-Up Visits
 - Preventative Health Screenings
 - Referrals (i.e. Therapy)
 - Smoking Cessation
 - Travel Medicine & Vaccines
 - Routine STD Screening
 - Requests for Lab Work
 - COVID Work Note

HOW DO I PREPARE FOR MY VISIT?

Prior to your appointment, it is helpful for you to download the Sentara App. To help assist you with this, click [here](#) to see a video demonstration. All you will need to do is call our great scheduling team at 434-654-8900 ext #1 to schedule your telehealth appointment. If you are a new patient receiving these instructions, please [click](#) here to fill out your new patient registration and any disclosure of health information. You can upload these to us through your protected Sentara app or securely email them to us at Springcreek@Sentara.com. In the same manner, you can also send other documents and your insurance card. If you are unable to access the Sentara app and/or the forms, we will be happy to walk through this with you prior to your visit. Please have all of this information to us the day prior to your appointment. If you are an established patient and have an urgent healthcare concern after normal office hours, you can call 434-654-8900 and ask for our Provider on call.

WHAT DO I DO WHEN IT IS APPOINTMENT TIME?

At your scheduled visit, you will receive a call from our office to complete your registration process and collect a copayment if one is required. If you have the Sentara app, please press the “prepare for your appointment” button 15 minutes prior to your appointment. If you were unable to download the Sentara app prior to your appointment, we will help assist you during your registration call.

WHAT IS THE COST OF TELEHEALTH?

A telehealth visit is billed using the same fee schedule as in-office visits. We participate most all insurance carriers; however, please call our office to verify coverage if you are uncertain or if you have any additional questions at **(434) 654-8900**. Coverage depends on the benefits of your plan.

We look forward to serving your healthcare needs.