Virtual primary care

Frequently asked questions



What is virtual primary care?

Virtual primary care is a digital healthcare service through Premise Health. It offers management of your ongoing care needs as well as 24/7/365, on-demand access to care with a virtual primary care provider (PCP) from anywhere within the United States. You can even designate a PCP if you prefer to see the same provider on an ongoing basis. Virtual primary care visits are available through the My Premise Health app or online at mypremisehealth.com by phone or video.

How do I schedule a virtual primary care visit?

Simply log in or create an account using the My Premise Health app or online at mypremisehealth.com and select “Schedule an Appointment.” Choose the reason for your visit and confirm you want to be seen by phone or video, then follow the remaining prompts to select a date, time and provider.

If you need assistance, call (833) 930-4530.

Can I see a provider right away?

Yes. If you would like to see a provider now, start by logging in to your My Premise Health account through the My Premise Health app or at mypremisehealth.com. On your dashboard, select “Get Care Now.” From there, simply follow the prompts to see the next available provider as soon as possible.

Are virtual primary care visits confidential?

Yes. One reason your employer partnered with Premise Health is to provide you with confidential care. We will never provide any of your healthcare information to your employer. Premise Health also operates through a private network and software systems that cannot be accessed by other members or company staff. Your personal health information is confidential, and your data is kept secure. Premise Health operates in accordance with HIPAA and works diligently to protect all health records.

Can I use virtual primary care for health emergencies?

Virtual primary care was designed to treat your preventive, short-term and long-term health needs. If you are experiencing a medical emergency, please dial 911 to get the medical attention you need.

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Can my virtual primary care provider write me a prescription?

Virtual primary care visits are just like in-office visits. You will discuss your medical needs with your provider, and they will diagnose and prescribe medications when medically appropriate. Virtual primary care providers do not prescribe controlled substances, non-therapeutic drugs or other drugs that can be harmful due to their potential for abuse.

What is Premise Health?

Get excited! Your employer has partnered with Premise Health. We work with the biggest and best organizations to provide a higher level of quality care than what you would get in the community. We're here to make your healthcare experience easier, more convenient and more affordable.

What is a member?

Members are what we call those who are eligible to use services provided by Premise Health. It's not a membership that you have to pay for or apply to be a part of. We call you a member because you are more than a patient. Our mission is to help you get, stay and be well. As a member, you have access to all the healthcare services we offer, such as virtual primary care with your established provider, on-demand virtual care and more.

What is My Premise Health?

My Premise Health is your member portal. It's a secure online and mobile tool that you can use to manage your health information. My Premise Health connects you to your health by providing convenient access to:

- Message your providers
- Conduct virtual visits
- View visit history
- See your test results
- Connect your devices
- And more

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