

VCU Health Anywhere | FAQ

VCU Health Anywhere is an online program that allows patients to have a similar experience as a “face to face” visit with a VCU Health provider. Virtual visits are conducted online via a computer, smartphone, or tablet from the comfort of the patients’ own home or office.

Q Is the virtual visit secure and HIPAA compliant?

A Yes.

Q What are the benefits of using VCU health Anywhere?

A Access, convenience, and patient satisfaction with the same high quality care.

Q Which service lines and doctors are taking part in VCU Health Anywhere?

A Phase 1: General Pediatrics, Medical Weight Loss, Acute Care Surgery (ACS) Follow-up, and Trauma Post Discharge Follow-up. Additional clinics to follow.

Q Which patients can take part?

A Current patients of VCU Health for follow-up visits and pediatric sick visits.

Q Can patients schedule appointments?

A No. Patient appointments must be assigned by the provider.

Q Which insurances are currently accepted?

A Anthem Commercial, Cigna ChoiceCARE, and Virginia Premier.

Q Can I be seen if I don’t have one of these insurances?

A Yes, self-pay is \$49.

Q Do patients need to download an app?

A Yes, available at iTunes or Google Play, “VCU HealthAnywhere”

Q How long will appointments last?

A Typical appointments are scheduled for 15 minutes.

Q If patients have questions about VCU Health Anywhere who can they contact?

A connectanywhere@vcuhealth.org ; Virtual Visit representative 1-833-889-9072; Technical issues with the app, call American Well 1-866-795-8200

Q Will patients be able to reschedule their visit if there are technical issues with the virtual visit?

A Yes, the Virtual Visit representative will handle this.

Q What is the criteria for a patient to be “qualified” for a virtual visit?

A Patients must have access to the following:

- A computer (desktop or laptop), Apple or Android Smartphone, or an iPad/Tablet device
- Computer, phone, or tablet must have a front facing camera and a microphone
- Strong internet connection. (WiFi preferred or 3G or 4G on phone)
- Working email address
- Credit or debit card