



virtual.fairchildmed.org

Available 7 days per week from 8am to 8pm

ALL VISITS ARE A FLAT FEE OF \$49 PER VISIT.

FAQs

What is the FMC Virtual Clinic?

The FMC Virtual Clinic is a telehealth solution that has been designed to make health care accessible and convenient for our patients. Using your smartphone, tablet or computer, one of our board-certified providers can meet with you face-to-face using live, secure video technology

Who can use the FMC Virtual Clinic?

Patients located within California who have access to a personal computer, laptop, tablet or smartphone are invited to use the FMC Virtual Clinic. The Fairchild Medical Center Virtual Clinic is available to all patients regardless of age. Patients under the age of 18 will need a parent or guardian to call in/sign in for them

Will I be able to get medications called in through the FMC Virtual Clinic?

All of our FMC Virtual Clinic physicians and nurse practitioners can call in medication to the pharmacy of your choice when appropriate and in accordance with state laws. We are unable to refill controlled medications such as narcotic pain medications, benzodiazepines, etc. To refill these types of medications please contact your primary care provider.

What are the FMC Virtual Clinic hours?

8am to 8pm, seven (7) days per week.

What is the cost of a virtual visit?

Each virtual visit is a flat fee of \$49. Payments can be made on a debit card or credit card. No insurance billing is available for this service.

What equipment do I need to use the FMC Virtual Clinic on my computer?

Virtual visits from your computer require access to the Internet as well as a webcam and microphone connected

to your computer. Before your virtual visit you will have the opportunity to test your internet connection, video, webcam, microphone and speaker capabilities using the built-in System Check.

Do I need to create an account to use FMC Virtual Clinic?

In order to use the Fairchild Virtual Clinic you will need to create an account using your email address. Our Get Started page will walk you through how to download the necessary app to your computer or mobile device and how to create your account.

Can I schedule an appointment?

Yes! You can either enter the waiting room and wait to be seen by the next available provider, or you can schedule an appointment at a time that is convenient for you between the hours of 8am and 8pm.

Who will provide the service?

The Fairchild Virtual Clinic providers are all local providers at the Fairchild Medical Clinic in Yreka, California.

How will I know that my virtual visit is private and secure?

Your privacy is important to us and we work hard to maintain your privacy and keep your information secure. When you access the Fairchild Virtual Clinic, your visit uses secure technology and any information you share digitally (such as text or photos) is encrypted. Fairchild Virtual Clinic is HIPAA compliant and you can see more in our Notice of Privacy Practices.

Can I get technical support?

Technical support is available from 6am - 6pm PST by calling 650.560.7140