

## FOR IMMEDIATE RELEASE

### COVID-19 HealthCARE Express Response

During this time of increased need, quarantines, and social distancing, it can be hard to see a doctor or provider. In order to help with this, HealthCARE Express is implementing virtual visits so you can be seen from anywhere. All you need is a smartphone, tablet, or computer with a webcam to utilize this service. You won't have to drive up to the clinic; you can see a HealthCARE Express provider from the comfort of your own home, office, or vehicle through a video phone call.

Setting up a virtual visit with HealthCARE Express is easy. All you need to do is follow these steps:

1. Prepare: Check your cellular or internet connection to make sure you can have a clear and effective visit. If you have an Android device or a Windows computer, you will need to download an app called Zoom. You can download it here: <https://zoom.us/download>. IOS devices do not require a separate app.
2. Schedule: Once you have a good signal, call the HealthCARE Express Virtual Visit Hotline at (903) 831-2425.

Then, you can schedule a virtual appointment with one of our providers. This service is available between 8 a.m. to 8 p.m. everyday of the week.

3. Receive: A provider will call and connect with you to start your visit during your scheduled appointment time.

Based on the results of your virtual visit, a HealthCARE Express provider can provide you with a diagnosis, prescribe you medicine to help you feel better, or will let you know if you should come up to the clinic in person for further evaluation. These virtual visits are available during clinic hours, seven days a week.

This service is covered by most insurance companies, including Medicare and Tricare/TriWest. No insurance? No problem! Cash pay prices are just \$97 for a virtual visit.

###

For more information on this topic, please contact **Lauren Pace** at **903-717-3418**, or email at [lauren.pace@healthcareexpress.us](mailto:lauren.pace@healthcareexpress.us).