



Virtual ER

The Virtual ER provides members with access to the right care, right away. With just a push of a button, our members can speak with ER doctors who can treat or triage any condition.



Skip a trip to the Emergency Room, and talk to a doctor in minutes.

DIAGNOSIS

By combining Emergency Medicine treatment and triage expertise, the Virtual ER doctors are able to quickly help with anything from routine health issues to more severe symptoms that require immediate attention.

TREAT

Our members are immediately connected to the emergency medicine team for a phone or video consult. 98% of our cases are resolved by the Virtual ER.

PRESCRIBE

The Virtual ER can e-prescribe, order labs and imaging, and make referrals. By working in tandem with TouchCare Health Assistants, we make sure that members are always sent in-network and that any bills are without error.



Additional benefits of Virtual ER

- Exclusive, salaried emergency trained doctors who treat and triage all non-life threatening illnesses and injuries.
- Integration with TouchCare for seamless collaboration.
- Thorough cost savings and ROI analysis specific to your member population.

- ✓ \$0 copay
- ✓ Unlimited usage
- ✓ Outside of health plan

COLLABORATIVE

- Simple, intuitive technology
- Compassionate, virtual medical care
- High touch, concierge medical & advocacy experience

COMPREHENSIVE

- We accept all patients
- Treatment for minor to major medical problems

CARING

- Unique, VIP level member experience
- Personalized follow-up on every case within 48 hours.

See a doctor now!

“I have never been treated so nicely and the provider I spoke with was genuinely concerned about my health. She even called back to see how I was feeling?! A+ rating!”

TouchCare Member