

Frequently Asked Questions

What is telehealth?

The use of interactive two-way audio-video technology between a health care provider and patient.

How does it work?

The health care provider and patient each sit in front of a computer screen or smart phone with a camera that allows them to see and hear one another and talk.

Who will be providing the services?

Primary Care Providers
Behavioral Health Consultants
Registered Nurses

When can I access services?

During normal OCH health center hours.
8:00 AM to 6:00 PM



Is it confidential and private?

Yes. The appointments are held in private spaces and the connection between the provider and patient is secure

How am I able to receive services?

You will need the MyChart App on your phone, computer, or tablet. A telehealth appointment can be scheduled with any member of our Welcome Team.

How long are appointments?

Appointments are a 20 to 40 minutes.

How much does it cost?

OCH is currently waiving all patient out-of-pocket costs to help you through this challenging time.