

# Frequently Asked Questions

Wildman Business Group



SEND A TEXT TO

574-766-7833

## 1 What is TextCare?

TextCare is your dedicated virtual primary care office. We combine on-demand, text-based care with an in-depth Health Intelligence Report to help you proactively manage your health and stay well.

## 2 What can I use TextCare for?

Your care team can help with any health or medical questions and should be your first point of contact for any issue. Even if your issue cannot be resolved virtually, the care team provides expert care navigation and will guide you to community providers.

## 3 Will my TextCare team be able to understand my question or issue via text?

Yes! You can chat, upload pictures, or click into a video visit with your provider for a face-to-face conversation.

## 4 What type of chronic conditions can TextCare help me manage?

Our teams help you actively manage any chronic conditions (like diabetes, asthma, and high blood pressure) with personalized plans and ongoing support.

## 5 Will my employer have access to my health information?

No. All patient information is strictly confidential. TextCare is managed by One to One Health.

## 6 Should I go to an Urgent Care or the ER?

Many urgent care and ER visits are unnecessary. TextCare is available 24/7 to help you triage a situation and avoid a lengthy trip to the ER. For a medical emergency, please call 911 immediately.

## 7 Who is eligible for this service? Can my entire family use TextCare?

TextCare is available to employees and their entire households at no cost. The service is available to everyone two years of age and up, including your spouse and dependents.

## 8 How do I get started?

Getting started is easy. Simply send a text message to 574-766-7833. Your care team will respond within five minutes.

Appointments are not required, and there is no app to download.



SCAN TO CONNECT



As a physician-led and patient-focused company, One to One Health is built on a foundation of trust. We are fully compliant with all HIPAA and healthcare regulations to protect your privacy and keep your health information strictly confidential.

