



Frequently Asked Questions

What is UCI Health OnCall?

UCI Health OnCall offers access to U.S. board-certified physicians 24/7 for patients of all ages for minor injuries and illnesses, such as the flu and cold. It is an affordable, convenient alternative to urgent care visits.

What kind of medical care does UCI Health OnCall provide?

UCI Health OnCall provides care for patients with minor, non-emergent injuries and illnesses. This includes conditions related to allergies, cold and flu symptoms, ear infections, pink eye, respiratory infections, etc.

If you think you are having a medical or psychiatric emergency, visit the nearest emergency room or call 9-1-1.

What is the cost of a UCI Health OnCall visit?

The cost of a UCI Health OnCall visit is \$39. You can pay for your visit at the time of service using your debit or credit card.

How do I request a visit with a physician?

Requesting a visit is simple. After you have registered your account, simply log in through the UCI Health OnCall website or mobile app and click "Request a Visit."

We'll ask you a few questions regarding the reason for your visit, and then connect you with a physician.

How do I set up my account?

Setting up your account is quick and easy. Simply download the mobile app in the App Store or Google Play, or visit our desktop site, and click "Register Your Account."

You will be guided through each step to create an account for you and your family.

What information do I need to provide to set up my account?

In addition to your billing information, you will be asked to provide a brief medical history when setting up an account for yourself or a family member. This will include questions regarding any medical conditions, medication use, current primary care physician and more.

Your medical history will need to be completed before requesting your first visit through UCI Health OnCall. Your information will be saved on your account, making it faster and easier to request a UCI Health OnCall visit in the future. You can update your medical history at any time on the UCI Health OnCall app or desktop site.

How quickly can I talk to a physician?

Upon requesting a visit, you will be placed in a virtual waiting room until the next available physician answers. The average wait time to speak with a physician is 15 minutes.

Is there a time limit on my visit?

No, there is no time limit for your visit. Your care is important to us, and should not be rushed.

What if I miss my virtual visit?

You will receive a notification on the website or mobile app when the physician is ready to see you. If you miss your visit, you will return to the end of the queue. The visit request is cancelled after the physician attempts to reach you three times.

Can UCI Health OnCall physicians write a prescription?

Yes, all UCI Health OnCall physicians can prescribe short-term medication for a wide range of conditions when medically appropriate. UCI Health OnCall physicians do not prescribe substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse.



How do I request a visit for my child?

Make sure you have added your child to your account. Then, select "Request a Visit." You will be prompted to fill out a pediatric medical history. Your child must be present during the visit. In all cases, the physician will speak directly with the parent or guardian regardless of a child's age.

Does UCI Health OnCall replace my child's physician or mine?

No. UCI Health OnCall does not replace your primary care physician or your child's pediatrician, and should be used when you are in need of care for non-emergency issues only.

Do I have to pay the UCI Health OnCall virtual visit fee if the physician recommends that I see my primary care physician or a specialist?

Yes. Depending on your condition, you may be advised to see a primary care physician or specialist.

Can the UCI Health OnCall physician recommend a primary care physician or a specialist?

UCI Health OnCall physicians can provide you with information to learn more about primary care physicians and specialists, but cannot give a recommendation.

Can I provide virtual visit information to my primary care provider?

Yes, a summary of your visit will be saved to your account, and you can access your electronic medical record at any time. Simply log in to your account and view your visit history to download a copy of your visit information.

Is my UCI Health OnCall virtual visit information private?

Yes, health records are kept completely private and we employ robust encryption methods to protect your personal information. Only you can determine who can see the information in your record.

I have UC Blue & Gold HMO, which offers Teladoc virtual visits as part of my benefit plan. What's the difference between UCI Health OnCall and Teladoc?

UCI Health OnCall is powered by Teladoc, using the same technology and licensed physicians. A UCI Health OnCall visit is available to anyone, regardless of their insurance carrier.

The cost for virtual visits made with UCI Health OnCall is \$39. The copayment for visits made through the Teladoc service offered via UC Blue & Gold HMO is set at the discretion of the health plan.

To verify Teladoc costs, please contact your insurance carrier directly.

Set up your account today!

Save time and create your account today to make accessing a physician when you need it faster and easier.

ucihealth.org/oncall

1

Get started

Download the app or visit ucihealth.org/oncall

2

Set up

Create username and password.

3

Request a visit

A physician is now just a click away!

