

Telehealth Alert:

We have scheduled your visit to be done by telehealth. This means you do not need to come to the health center.

**Information
regarding
your
Telehealth
visit**



- We have scheduled your visit to be done by Telehealth. This means we will conduct your visit over the phone (without video).
- You may receive a phone call from a blocked or unknown number 1-2 business days before the appointment to review and e-sign documents before your appointment.
- You will receive a phone call from a blocked or unknown number up to ten minutes before or after your scheduled appointment time.
- If we are unable to reach you after two attempts, your appointment may need to be rescheduled.
- You should be in a private and quiet location, with good phone connectivity during the appointment. The appointment will take approximately an hour to an hour and a half.
- You must be physically in the state of California at the time of the appointment.
- Medications will be mailed to you after the Telehealth visit and arrive in 1-3 days. Please be prepared with a California address that accepts mail, including packages.

**Paying for
your Visit**

- We request payment in full at the time of your Telehealth visit.
- Credit card information will be collected, and payment will be processed at the end of your visit.
- Using insurance? During your visit we will instruct you on how to provide a copy of your insurance card and photo ID.

**Enroll in
MyChart**

- For this appointment, it is required that you have an active MyChart account.
- To enroll, visit ppnorcal.org. Click on "LOGIN" on the top navigation bar.
- Click on "Sign up now" on the right-hand navigation bar.
- Call 800-230-7526 to request your activation code if needed.