What is Parkview OnDemand?
Parkview OnDemand is a telehealth service powered by Teladoc that provides 24/7 access to a primary care provider. By using a smartphone or a computer that has a microphone and camera, you are able to have a video visit whenever and wherever it is most convenient for you.

What methods are available?
You can talk with a provider via a video visit within the secure web portal or mobile app.

Does Parkview OnDemand replace my PPG physician or family care provider?
No. Parkview OnDemand does not replace your primary care physician. It is one option you can use when you need immediate care for non-emergency medical issues. It is an affordable, convenient alternative to urgent care and non-emergency ER visits.

What kind of care can I expect to receive with Parkview OnDemand?
Parkview OnDemand provides adult and pediatric general medical care. For emergencies, please dial 911 or proceed to your nearest ER. Common conditions treated through Parkview OnDemand include:
- Cough, cold and flu
- Earache
- Pink eye
- Sore throat
- Allergies
- Respiratory issue
- Sinus infection
- Skin rash
- Many other non-emergency conditions

How do I request a visit with a provider?
Visit OnDemand.parkview.com or download the app for your smartphone or tablet. During your visit with Parkview OnDemand, you will need to register your account and provide answers to several questions. Once your account is quickly established, you have the option to "request a visit."

How quickly can I speak to a provider?
The average connection time is about 10 minutes. This fast, convenient connection allows you to stay in the comfort of your own home or office. You will enter into an online "waiting room" while the provider reviews your symptoms. You can continue to use your computer or phone and the provider will notify you when ready.

How will I get my prescription?
When your visit is complete, the provider can prescribe medically appropriate short-term medications for a wide range of conditions. When you register your account, you select a pharmacy of preference. Please note that Parkview community hospital pharmacies are not currently available through this service. Your prescription can then be sent electronically to your desired pharmacy. Parkview OnDemand does not prescribe controlled substances.

What are the hours of Parkview OnDemand?
Parkview OnDemand is available 24 hours a day.

How much does it cost?
Parkview OnDemand is available for a $49 payment per visit, regardless of your insurance plan.

If I am referred to my primary care office or the ER, do I still have to pay the OnDemand fee?
Yes. As with any office visit, if you are referred to another specialist or provider, you are still responsible for payment of the OnDemand visit. However, Parkview OnDemand attempts to validate that your situation is within their scope of practice prior to your visit.

Who can utilize Parkview OnDemand?
Parkview OnDemand provides non-emergency medical care to adults and children age 2 and older.

Can I share this visit documentation with my family doctor?
Parkview OnDemand allows you to access your OnDemand medical record at any time from anywhere. You can download a copy online or have your record mailed to you.

Is this service covered by my flexible spending account or health savings account?
Yes. Just as a typical office visit is covered, the co-payment for this visit can be paid or covered by a flexible spending account or health savings account.

What if I have already hit my maximum out-of-pocket obligation?
If you have already hit your maximum obligation for the year, you will still pay the $49 visit charge. Proof of visit would need to be sent to your health plan for reimbursement.

Does my geographic location matter for a telehealth visit?
Yes. For example, if you are traveling and call Parkview OnDemand from Florida, you will be treated by a provider licensed in Florida. Parkview OnDemand is not available when you are traveling outside of the United States.