

Frequently Asked Questions about Primary Care through the Center for Virtual Health

Q. How does the Center for Virtual Health differ from a regular practice I can visit in person?

Our care is unique because it's more than the primary care you'd receive at a traditional practice. We've added a host of services uniquely tailored to you. We make doing what's best for your health radically convenient, personalized and fully coordinated.

Plus, you are always connected to your care team via secure text messaging. For example, if you wake up not feeling well, simply text your Patient Digital Ambassador. We call this "always-on" care.

Q. Who can I enroll in the Center for Virtual Health?

Our primary care practice is open to all caregivers and their covered dependents over the age of 18 who are enrolled in a ChristianaCare medical plan. We anticipate accepting children ages 5 -17 soon. Watch the portal for an announcement about this expansion.

Q. What is a Patient Digital Ambassador (PDA)?

The PDA is a medical and office assistant who can help you every step of the way. Not only is your PDA your liaison to your provider, he or she is also a technology master that can troubleshoot any digital issues.

Q. Honestly, I just don't understand. How can all my care can be virtual?

You will be surprised at the amount of medical care that can be done online. Plus, once enrolled, you'll receive a Welcome Kit. Tailored to you, it includes tools to assist with your care, such as monitoring blood pressure, weight and temperature. When in-person care is needed, we'll help coordinate that for you.

Q. Once a patient, what is the easiest way to connect with my care team?

The easiest way is to send a text message using our secure platform called Twistle.

Q. What is a WOW plan?

A WOW Plan or Working on Wellness plan is a customized health plan that you and your provider create to improve your health and wellness. This could include goals for better sleep, more steps, more frequent exercise, and even smoking cessation.

Q. Can I sign-up and keep my current PCP?

No, by signing up with us, the Center for Virtual Health will become your new PCP.

Q. Do I need to transfer my records from my current provider to the Center for Virtual Health?

If you've been receiving care from a ChristianaCare primary care practice, you do not need to transfer records. If your current provider is not part of ChristianaCare, we can assist you with having your records transferred to our Center.

Q. What do I do if I need in-person care?

There are options to receive in-person care if the need arises. In a life-threatening situation, or upon direction from your care team, go to the Emergency Department. For urgent needs, your care team may direct you to a ChristianaCare-GoHealth Urgent Care Center. You can also arrange to visit one of the community access sites.

Q. Who are the primary care providers in the virtual practice?

You can see the care team [online](#). Each provider has an assigned nurse and PDA. Our care team also includes behavioral health consultants and a pharmacist.

Q. Will I be able to choose who I want as my primary care provider?

Yes, you can choose from among our six providers.

Q. Why do I even need a primary care provider?

Your primary care provider manages your day-to-day health needs and becomes your "medical home" — a place where you can build a relationship with your health care provider and seek medical advice for problems large and small. Your primary care provider cares for you through examinations, preventive health screenings, chronic disease management, care for acute illnesses and more.

Q. How do I join the Center for Virtual Health?

You can sign up to join the practice at this [link](#).