

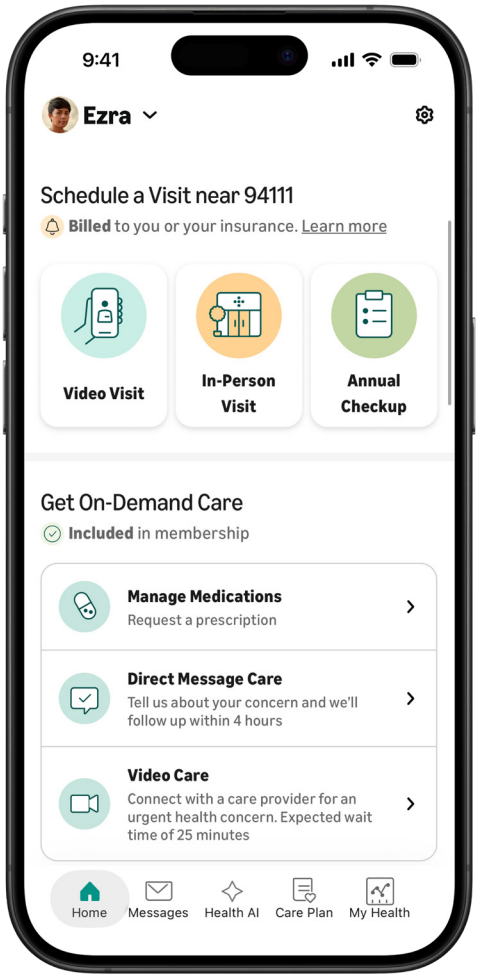
amazon one medical

Virtual care, made easy

One Medical members can get 24/7 on-demand virtual care via Video Care or Direct Message Care in our app.

Our team can diagnose and treat many health concerns virtually. All One Medical providers can access your medical records, prescribe medicine, and order lab tests. If you get care from our virtual medical team, your Primary Care Provider (PCP) will be kept in the loop, making sure your care is coordinated and personalized to you.

So whether it's difficult to leave home, you want to avoid an expensive trip to the ER, or you just like the convenience — virtual care is here for you.



Not a One Medical member yet?
The cost of membership is covered for you, your spouse/partner, and dependents.

Sign up now at
onemedical.com/mybenefit
Use code **HEARTXOM**

Virtual care at your fingertips

	Description and types of care	Response time	Billing
Video Care	Request Video Care with our virtual medical team at any time (24/7 on-demand) for non-life threatening but urgent concerns and potentially avoid costly trips to the ER. Types of care: Minor injuries (sprains, strains, burns, cuts), fevers over 103°, sudden back pain	Varies based on demand, but typically ~15-20 minutes	**Included in your membership at no extra cost.** **Copays and deductibles do NOT apply.** **Follow-up appointments, if needed, are billed to insurance.**
Direct Message Care	Get help with common issues by message. Simply answer a few questions about your symptoms and a provider will message you with next steps. Types of care: Colds/flu, seasonal allergies, skin issues (rashes, moles, acne), cold sores, STI screening	Within ~4 hours	
Prescriptions	Request a renewal right from the app and we'll send your prescription to the pharmacy you choose. Types of care: All prescription renewals (note: controlled substances may require a consultation)	48 hours for most meds, 72 hours for controlled substances	
Messages	Send and receive secure messages with your PCP, our virtual medical team, admin team, or tech support. Types of care: Simple follow-up questions after a visit, or insurance/billing questions for the admin team	Typically between 24-72 hours	
Health AI	24/7 personalized health guidance powered by AI directly in the app. Fully HIPAA-compliant and can seamlessly connect members to real providers when needed. Types of care: Explains lab results, books appointments, manages medications	Within a few seconds	
Video Visit	Schedule an appointment with your PCP or another provider of your choice for things that don't require an in-person exam. You'll receive a link to dial into your visit once you book it. Types of care: Mental health, sleep issues, hair loss, follow-ups for chronic conditions like diabetes	Schedule your appointment for your preferred day and time	Video visits are billed to insurance like office visits. Copays and deductibles apply.

Not a One Medical member yet?

The cost of membership is covered for you, your spouse/partner, and dependents.

Sign up now at
onemedical.com/mybenefit
Use code **HEARTXOM**