



What is Primary360?

Primary360 offers convenient access to high-quality primary care that revolves around you—your lifestyle, your needs and your health. It starts with you selecting a primary care provider with whom you build an ongoing relationship, and includes a dedicated Care team that gets to know you as a person, not just another patient. Schedule annual checkups and ongoing wellness visits, and manage chronic conditions and other complex challenges. You have access to trusted medical care and personalized support by video or phone.



How do you handle bloodwork, imaging and labs?

Your primary care provider may order lab work, imaging studies, referrals or vaccinations. Your Care Team will assist you in connecting to an in-network lab or facility, and results will be reviewed with you by your primary care provider, incorporated in your Care Plan and uploaded to your Teladoc Health account.

How will I receive an exam virtually?

Prior to your visit, your chosen primary care provider will review the information provided through the Primary360 assessment. During the visit, expect to have an in-depth discussion with your chosen primary care provider, during which they will check your blood pressure (recorded from the blood pressure cuff that will be sent to you), assess your body mass index by reviewing your height and weight, and have an in-depth discussion about your personal and family medical history to make sure you are in good health.

Who can use Primary360?

Eligible adults—ages 18 years and older—can use Primary360. Primary360 is ideal for those who don't currently have a primary care provider or those who see their primary care provider less often than they should.

Can I get a prescription?

Yes. Our primary care providers can start new medications as clinically necessary and appropriate, and can prescribe refills for maintenance medications for a full year. We do not prescribe opioids, narcotics and other DEA-controlled substances.



What happens if I need to speak with a doctor right away?

If you are sick and need care right away, after hours or on weekends, you can request a general medical visit to talk to a doctor 24/7 for non-emergency conditions like cold and flu, sinus infections, allergies and more.



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