

The WithHealth® Patient Story

Introductory emails, doctors' visits, actionable plans, logistical questions. From the very first moment a patient engages with our team, WithHealth is committed to making their experience positive, personal and proactive.

Laura Gets Help Immediately

Laura has had a persistent pain in her abdomen for the last two days and she is concerned it is getting worse. She called a doctor in town this morning, but since the pain's placement and quality doesn't constitute an emergency, the doctor won't be able to fit her into an appointment today or tomorrow. The receptionist suggests Laura go to urgent care, but the closest urgent care that takes her insurance is on the other side of downtown and often there is a multi-hour wait to be seen.

Laura signed up for WithHealth through her employer, so she decides to try it out. She is 47 years old and has never done a telehealth visit before. The entire process feels new and a little strange to her, but she can tell the pain isn't going away, and the prospect of speaking with someone today makes her hopeful. She signs onto the WithHealth portal and goes to the chat function. Within minutes, she is connected to a nurse practitioner who reviews her symptoms, medical history and current medications. Without even having to schedule a visit or drive to an office, Laura is prescribed medication to treat a UTI.



She fills the prescription at a pharmacy around the corner and receives a WithHealth Network discount. Laura chatted with a nurse practitioner and received her treatment in under an hour from start to finish! Within 24 hours, she is already feeling better, is able to go to work, and has resolved her issue before it got worse and required more serious intervention or follow up.

It was easy, professional, and significantly lower cost than her other options. Laura will definitely look to tele visits as an effective care option in the future.