

Virtual Primary Care Center FAQs

What are some reasons I would use the Henry Ford Virtual Primary Care Center?

The Henry Ford Virtual Primary Care Center is good for health concerns including:

- headaches
- migraines
- flu-like symptoms
- back pain
- skin rashes
- seasonal allergies
- earaches
- eye infections
- flare ups of chronic conditions like diabetes, high blood pressure or asthma

How do I schedule an appointment?

Go online henryford.com/campaign/connected-care/virtual-care, scan the QR code or call 313.669.4305.

You may also walk-in to be seen if you forget to schedule an appointment or your schedule is unpredictable, however your wait may be longer in this case while we are servicing patients with scheduled appointments.



How does an appointment work at the Henry Ford Virtual Primary Care Center?

- a. Patients must be present at the appointment location, preferably 5 minutes prior to their appointment time, and bring an identification and GM health care ID card.
- b. You will be greeted and checked in for your appointment by a medical assistant.
- c. If your appointment includes a physician visit, you will be connected to a primary care provider virtually on the monitor in your exam room. The medical assistant will guide you through the appointment and may use a camera to check your ears, nose, throat, or other specialized devices.

I am not a GM employee, but I work in the Factory ZERO facility. Can I use the Henry Ford Virtual Primary Care Center?

Yes, anyone that is permitted on the premises by GM is eligible to use the Virtual Primary Care Center.

Can I use the clinic even if I have never been seen at Henry Ford Health or if my PCP is not a Henry Ford Health provider?

Yes. If you are not already a Henry Ford Health patient, our staff will register you at your appointment. If you have a PCP outside of Henry Ford Health we will communicate information about your appointment with them, so your care remains coordinated.

If I am seen in the Henry Ford Virtual Primary Care Center and the provider prescribes a medication, can I pick it up at the Henry Ford Health pharmacy at Factory ZERO?

Yes. There is a Henry Ford Health Pharmacy located conveniently across from the Henry Ford Virtual Primary Care Center at Factory ZERO. You can have your prescription sent electronically to the pharmacy after your appointment and you can pick it up when it is convenient for you.

Is the Henry Ford Virtual Primary Care Center a network provider under the GM Hourly and Salaried Medical Plans?

If you are enrolled in either the GM Hourly or Salaried Medical Plan, the Henry Ford Virtual Primary Care Center is a network provider and the services provided at the clinic are covered under both Plans. If you are not enrolled in a GM Medical Plan, we likely accept your group health coverage or insurance, but we will verify when you schedule or arrive for your appointment. You are also able to pay for your appointment without insurance if you prefer.

Do they offer lab services such as blood draws?

Yes, as long as you have an order from a Henry Ford Health provider our medical assistants can perform this service for you. If you need an order, simply schedule an appointment.

Can I come in only to have my blood pressure checked?

Yes, this is a service offered. When you schedule an appointment online, simply select the "BP Check" option.

Can I get common vaccines?

Yes. We can administer many common vaccines; however, we are not able to administer the COVID-19 vaccine. Please note that some vaccines require a visit with a physician. To check on the availability of a specific vaccine call 313.669.4305.

Can I schedule my annual preventive physical at the Henry Ford Virtual Primary Care Center?

Yes. You can schedule an appointment to complete your annual preventive physical. If you are enrolled in either the GM Hourly or Salaried Medical Plan, you do not need to wait 12 months from your previous annual preventive physical.