

What is White Plains Hospital (WPH) Connect?

A virtual visit, or “video visit” via WPH Connect allows you to consult with your doctor without ever leaving your home. During your visit, you will meet live with your provider using your computer or an app on your iPhone, iPad or Android device. The consultation takes about 15-30 minutes and your provider will be able to make a diagnosis, recommend treatment and send prescriptions to your pharmacy just like during an in-person office visit. If your provider determines that your condition is beyond the scope of WPH Connect, they will refer you to the appropriate services.

What types of appointments can I schedule virtually?

Providers can diagnose and treat many types of non-emergency conditions through video visits. For instance, typical cold symptoms, urinary tract infections, pink eye, dermatology issues, stomach discomfort, sprains and strains, and mild headaches are all appropriate for video visits. Appointments that require physical examinations, such as annual physicals or annual gynecological appointments, still require an in-person office visit.

If you or your child are experiencing flu-like symptoms or are worried about possible COVID-19 exposure, please call (914) 681-2900. If you are experiencing a medical emergency, please call 9-1-1.

How can I schedule a video visit?

Please call the office of the provider you want to schedule an appointment with and request a video visit.

Will my insurance plan cover video visit?

Many insurance plans cover video visits. However, it is important for you to check with your insurance company or your provider’s office to confirm coverage.

Can I schedule a video visit for a child?

Yes, video visits are available for children, as long as the appointment is supervised by a parent or caregiver.

How does a video visit work?

Video visits take place via your computer or through the White Plains Hospital Connect Patient app, available on your iPhone, iPad or Android device. [Visit wphospital.org for instructions to download.](http://wphospital.org)

What if I need an appointment and I want to see a doctor in person?

Because we are taking every precaution to keep our patients and visitors safe, we have modified Hospital patient and visitor policies, which includes some temporary closures of select WPHPA office locations. [Click here to find a listing of the WPHPA offices](#) that are currently closed or have adjusted hours. Please call your provider to inquire about appointments.