



The Functional Health  
& Wellbeing Center  
at PHOENIX CONTACT



## Phoenix Contact: TextCare

### **Q: How do I contact TextCare?**

**A:** Send a text message to **717-616-3318**. Your care team will respond within 5 minutes. Appointments are not required, and there is no app to download.

### **Q: What can I use TextCare for?**

**A:** Your care team can help with any health or medical questions and should be your first point of contact for any issue. Even if your issue cannot be resolved virtually, the care team provides expert care navigation and will refer you to specialty providers.

### **Q: Will my care team be able to understand my question or issue via text?**

**A:** Yes! You can chat, upload pictures, or one-click into a video visit with your provider.

### **Q: What if I need additional care outside of TextCare?**

**A:** Your provider will refer you to high-quality, low-cost providers and specialists in your area.

### **Q: What if I need medication to treat my diagnosis?**

**A:** Your provider can prescribe medication, and the prescription will be sent to a local pharmacy.

### **Q: What are the hours of operation?**

**A:** Your care team is available 24/7. No matter what time of day or night your need arises, contact TextCare.

## Frequently Asked Questions

### **Q: Who is eligible for this service? Can my family use TextCare?**

**A:** Yes! TextCare is available to all Phoenix Contact employees and their households. If you, your spouse or your dependent (ages 18+) have a medical need, please contact TextCare.

### **Q: Will my employer have access to my health information?**

**A:** No! All patient information is strictly confidential. TextCare is managed by One to One Health, a workplace healthcare provider headquartered in Chattanooga, Tennessee. One to One Health complies with all HIPAA and healthcare regulations to maintain your privacy, ensuring your health information is kept confidential.

## **New Patient Paperwork & Authorization Forms**

Click [HERE](#) to save time before your first visit by completing your new patient paperwork.

Need your medication refilled? Click [HERE](#) to complete the medication refill request form.

Click [HERE](#) to complete the Authorization for Release of Health Information form.