

Text A Physician Telehealth Program

The Village of Algonquin has introduced a new program called Text A Physician. This program provides residents with the opportunity to connect with licensed Illinois medical professionals via text. Physicians can answer questions, provide guidance, write work or school notes when appropriate, and prescribe routine medications, which can be filled at local pharmacies.

How Enrollment Works

Participation in this program is voluntary. All households are automatically enrolled in a free introductory period, followed by a monthly billing of \$6.00.



Who This Program Can Help

Accessing healthcare can be challenging for different reasons. Some households may face barriers, such as transportation issues, financial constraints, or a lack of a regular primary care provider. For others, even with good access to healthcare, busy schedules and long wait times can make it difficult to see a provider for everyday concerns.

The Text A Physician program is designed to provide a convenient option for addressing common questions and minor health concerns via text messaging. It is not a replacement for hospitals, insurance coverage, or long-term primary care, but an additional resource that households may use when helpful.

How to Use It

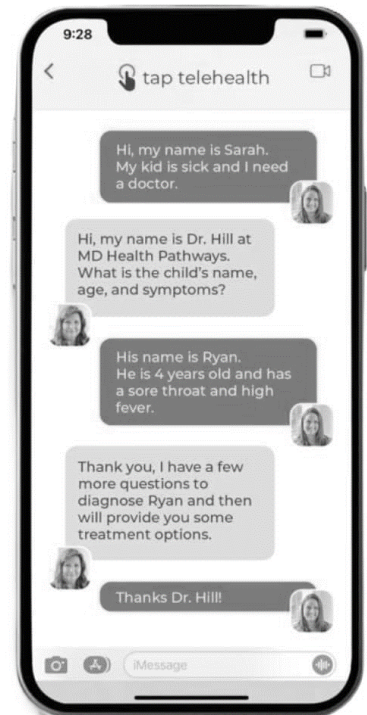
To use the service, text 839-887-0365. The first time you use Text A Physician, you will be asked for your name, date of birth, city, state, and a brief description of your concern. After your number is registered, future contacts will require less verification. The service addresses common medical questions and minor health issues. Prescriptions can be sent to a local pharmacy when appropriate.

What It Costs

- **Free Trial Period:** Households are enrolled in a free introductory period before billing begins.
- **Monthly Fee:** Beginning in December, a \$6.00 per household fee will apply.
- **Billing:** This will appear as a separate line labeled “Telehealth” on the Village utility bill.
- **Pass-Through Charge:** The full \$6.00 goes directly to the provider; the Village does not retain any portion.
- **Household Coverage:** One fee covers up to 10 individuals living in the household.

When It Might Help

Text A Physician may be helpful for everyday concerns, such as a child’s fever or rash outside office hours, questions about colds, flu, allergies, or UTIs, requesting a routine prescription refill, guidance on medication use, or deciding if a minor injury requires urgent care.



How to Opt Out of the \$6.00 Monthly Program Fee

- **How to Opt Out:** Visit www.algonquin.org/telehealth to complete the online form, or email telehealth@algonquin.org.
- **Billing and Timing:**
 - Opt-outs completed before the first billing cycle will prevent charges.
 - Opt-outs submitted within 30 days of the first charge will be credited if already billed.
 - After that period, the \$6.00 monthly charge will remain until a household opts out.

Common Questions

- **Who can use the service?**
 - Any member of a household with a Village utility account may use Text A Physician. For minors, a parent or guardian must initiate the contact and participate in the exchange.
- **What types of issues can be addressed?**
 - Text A Physician is for minor illnesses, medication questions, and general advice. For emergencies, always call 911.
- **When can I use the Text A Physician service?**
 - You can text the service 7 days a week, 7 a.m.–10 p.m. (CST) to connect with a licensed Illinois physician.
- **Does this replace my primary care doctor?**
 - No. Text A Physician is intended to supplement, not replace, traditional medical care.
- **Will prescriptions cost more if they come from Text A Physician?**
 - No. Prescriptions are issued by licensed Illinois providers and are processed the same as prescriptions from local clinics. Pharmacy costs do not change.
- **What if I don't want the program?**
 - You may opt out at any time by visiting www.algonquin.org/telehealth or emailing telehealth@algonquin.org

The Text A Physician program offers residents the option to connect with a licensed physician by text. Households can try the service during the free introductory period. Beginning in December, a \$6.00 monthly charge will appear on the utility bill unless a household opts out.

For more information, FAQs, or to opt out, visit www.algonquin.org/telehealth or email telehealth@algonquin.org.



*Scan QR Code to
learn more and
to access Text A
Physician*

**Need medical guidance?
Text 839-887-0365 today.**