Frequently Asked Questions

What do you treat?
We treat patients of all ages. In addition to physicals, well-child exams and ongoing health monitoring, we commonly treat these ailments:

- Cold and cough
- Flu or fever
- Sore throat or strep
- Ear infections
- Pink eye
- Sinus infections
- UTIs or yeast infections
- Rashes

If you need a prescription, we'll send it to your pharmacy so you can pick it up at your convenience.

How does it work?
We'll start with a video visit. If we can't treat you via video, we'll send someone to your home, work or wherever you prefer. Home visit services include:

- Physical exams
- Labs
- X-rays
- Ultrasounds

What are your hours?
We are open 6 a.m. to 8 p.m. CT on weekdays and 8 a.m. to 4 p.m. CT on the weekends.

How quickly can I get an appointment?
Video visits are available in as little as 30 minutes, and our goal is to have video visit availability within 2 hours.

In your video visit, your provider will work with you to find a time that works for a home visit if needed. How quickly your home visit is scheduled is based on your symptoms and the availability of providers.

Will I get a prescription?
Your provider will provide a prescription if necessary.
How does the video visit work?
For each video visit, you'll get a link that only you and your provider can access. You'll get the secure link approximately 15 minutes before your scheduled visit.

RetraceHealth uses a service called Zoom for video visits. You will need to have the app downloaded on your device before your first visit. You can find the link to download it in the guide provided in your reminder emails. Once the app is on your device, you will never need to go into the app or have a username and password, you will always just click on the link in the email we send you.

What can I use to complete a video visit?
You can use any of the following devices:

- A smartphone
- A tablet
- A laptop
- A desktop computer with a Webcam

If you don’t have access to one of these devices, consider whether you could borrow one from a friend or family member. If not, call us at 888.592.6104 before your visit to discuss your options.

What is your service area?
- **Video visits:** Video visits are available to anyone who is visiting or a resident of Minnesota or Wisconsin.
- **Home visits:** Home visits are available within a 30-mile radius of RetraceHealth’s office in downtown Minneapolis and a 30-mile radius of Carleton College.

Do I have to have the visit in my home?
No. We will do a visit at your home, office or wherever it’s convenient for you. Of course, the location needs to be safe for our providers and within our service area.

Will I get a home visit?
That is something that your provider will determine during your video visit. If you can’t be treated via video, your provider will schedule a home visit during your video visit.

When will I get a home visit?
If needed, in your video visit your provider will work with you to find a time that works for your home visit. How quickly your home visit is scheduled is based on your symptoms and the availability of providers.

retracehealth.com
Can you treat me if I'm traveling out of state?
Yes, we can treat residents of Minnesota or Wisconsin, even if you’re not physically in the state. That includes getting you a prescription at a pharmacy in another state if needed.

Do you prescribe controlled substances?
No, we do not prescribe controlled substances.

What are the credentials of your providers?
Our providers are board-certified Family or Pediatric Nurse Practitioners (FNP or PNP).

Do you do casting or stitching?
No, typically we are not the appropriate option for casting or stitching. We can do stitch removal.

Will other providers accept your x-rays or ultrasounds?
Yes, in our experience, other providers will accept and use our x-rays and ultrasounds. Be sure to let them know you've already had this imaging done.

Will you work with my provider?
Yes, we’ll provide your information to another provider upon request. You can indicate this information in the registration form after you schedule an appointment.

Have a question not answered here?
Give us a call at 888.592.6104.