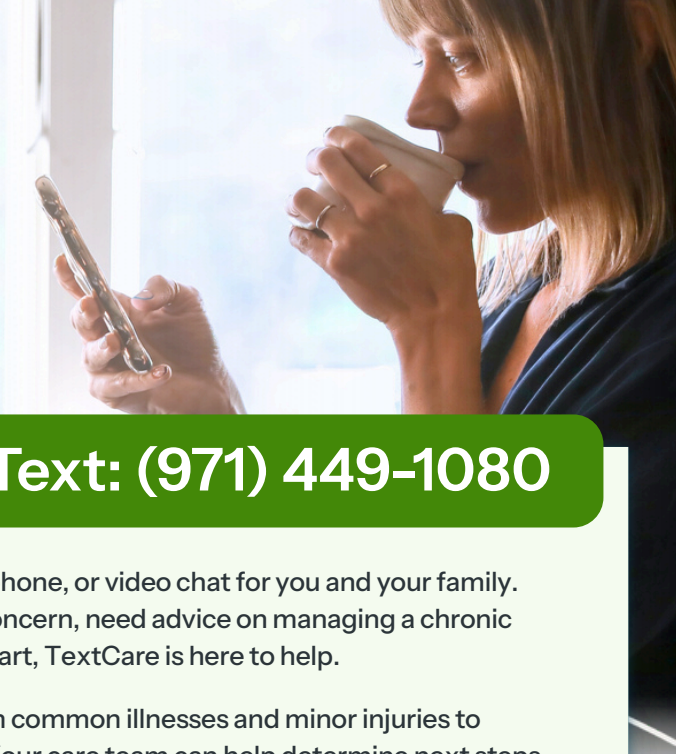
textcare®

Your Healthcare Team Is Just *One Text Away.*



Text: (971) 449-1080

What is TextCare?

TextCare provides 24/7 on-demand healthcare by text, secure app, phone, or video chat for you and your family. Whether you're feeling under the weather, have an urgent medical concern, need advice on managing a chronic condition or simply have a health question and aren't sure where to start, TextCare is here to help.

TextCare can address a wide range of everyday health concerns, from common illnesses and minor injuries to medication questions, follow-up care, and general health guidance. Your care team can help determine next steps, provide a referral or coordinate in-person care if needed, prescribe medications when appropriate, and more.

TextCare is included as part of your Salem Health benefits, available to you and your household at $0 cost to you (prescriptions, labs, or in-person care may have separate costs).

How do I contact TextCare?

Send a text message to (971) 449-1080. Your care team will respond within 5 minutes. Appointments are not required.

What can I use TextCare for?

Your care team can help with any health or medical question and should be your first point of contact for any issue. The care team also provides expert care navigation and can refer you to specialty providers.

Will my TextCare team be able to understand my question or issue via text?

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

What if I need additional care outside of TextCare?

Your TextCare provider will refer you to high quality, low-cost providers and specialists.

What if I need medication to treat my diagnosis?

Your TextCare provider can prescribe medication, and the prescription will be sent to a pharmacy of your choice.

What if my initial visit requires a follow-up?

Your care team will reach out via text message to follow up with you.

Should I go to an Urgent Care or the ER?

Many urgent care and emergency room visits end up being unnecessary. TextCare is available to you 24/7 and can help triage the situation to avoid a lengthy trip to the ER. However, we encourage you to call 911 or go to the ER if you are experiencing a medical emergency.

Who is eligible for this service? Can my family use TextCare?

Yes! TextCare is provided at no cost to all Salem Health medical plan participants and their households. If you, your spouse, or your dependent has a medical need, please contact TextCare.

Will my employer have access to my health information?

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.

Scan to save the contact info

Or download the TextCare app on the App Store or Google Play.

Salem Health® Hospitals & Clinics