

Akos - Direct Primary Care (DPC)

What Is Akos?

Akos is a revolutionary telemedicine company providing patients virtual access to board-certified physicians 24/7/365. Simply download the Akos app to your smartphone or tablet and you can have a virtual consultation with a physician in minutes.

When Is AKOS Available For Physician Consultations?

Akos is available 24/7/365. If you have access to a smartphone or tablet, you can have a virtual consult with a board certified physician anytime, anywhere.

How Do I Contact AKOS?

Simply download the Akos app to your smartphone or tablet. Our Akos app is available for download on the App Store and the Google Play. With just a few clicks to set up your account, you can have a virtual consult with a doctor in minutes.

Is Akos Safe And Private?

Confidentiality is a top priority for Akos. Our app has been designed on a HIPAA-compliant platform so you can rest assured your information is securely and privately stored.

How Are The Physicians In Your Network Selected?

Each of our physicians undergo a rigorous credentialing process based upon guidelines set by the National Committee for Quality Assurance (NCQA). All physicians in the Akos Preferred Provider Network are board-certified, licensed and credentialed. All Akos physicians have completed our Akos comprehensive training program.

What Medical Conditions Do You Treat?

Our physicians can diagnose and treat a wide range of non-emergency medical conditions. [Click here](#) for a list of common conditions treated.

Can I Choose The Physicians I Want To Speak With?

You will first speak with a care coordinator who will confirm your medical history and assess your symptoms. The care coordinator will determine if your condition can be treated by a virtual consultation. The care coordinator will select the best physician to treat your medical condition.

Can Your Physicians Prescribe Medication?

When medically necessary, Akos physicians are able to prescribe a wide range of medications to treat your condition. Akos physicians do not prescribe or renew a prescription for controlled substances regulated by the U.S. Drug Enforcement Agency that have been designated as U.S. controlled substances. [Click here](#) to view a list of controlled substances. In addition, Akos physicians will not prescribe or renew large quantities of medications for any condition.

Can I Choose The Pharmacy If I Need A Prescription?

If our physician determines a medication is medically necessary, they can write a prescription for non-narcotic medications which will be sent electronically to the pharmacy of your choice.

[Can Medical Forms, Such As Work/School Excuses Be Provided?](#)

Our physicians are able to provide simple forms such as work/school excuses or return to work/school documents as clinically appropriate.

[What If My Condition Cannot Be Treated By AKOS?](#)

If for any reason your condition falls outside the scope of what Akos covers, a care coordinator will direct you to a preferred healthcare center in your area, so you can get the immediate care you need.

[How Do I Update My Account Information Or Reset My Password Or Pin?](#)

You can update your account information, password or PIN under “My Account” from the main menu in the app.

[Can I Change My Email Address That I Use To Log In?](#)

Your patient profile is connected to the email address that was used to create the account. For security reasons, you cannot change the email address assigned to the profile. You will need to create a new account in order to change your email address.

[How Do I Update My Medical History?](#)

You can update your medical history under “My Health” from the main menu in the app.

[Will I Be Charged If The Care Coordinator Determines That My Condition Cannot Be Treated By A Virtual Consult?](#)

If your care coordinator determines that your medical condition falls outside the scope of a virtual consult and refers you to an ER, urgent care or a doctor’s office, you will not be charged for the assessment.

[Do I Need WIFI To Use AKOS?](#)

Although we do recommend you use WiFi for the best possible experience, it is not required to contact Akos.

[What If My Internet Connection Is Poor?](#)

If you do experience connection issues, you can select to have a voice only consult which should improve your connection.

[Can I Get Assistance Setting Up My Account?](#)

Our [Member Service Team](#) is available 24/7/365 to assist patients. We are happy to assist in setting up your account.

[Is AKOS Satisfaction Guaranteed?](#)

Patient satisfaction is a top priority for Akos. We also strive to continually improve the patient experience. We welcome your feedback, both positive or otherwise. Following each consult, you will have the opportunity to rate Akos and your physician. These ratings are published on our app and website. Our patients are also sent a satisfaction survey to evaluate their experience. These results are reviewed for quality assurance and used as part of our continuous improvement process. We also encourage patients to contact our [Member Service Team](#) at any time with questions, comments or feedback.