

To help increase access to care for our Spanish speaking communities, Cottage Health launched Cottage Virtual Care – Spanish on October 17, 2022. The launch marks the ability to offer medical provider visits online for low-acuity care, 24/7/365 in Spanish. Built around the Zipnosis platform, planning for the Spanish version began in 2019, but was interrupted due to the COVID-19 pandemic. Technical build resumed in 2021, and Cottage Health is the first to launch with Zipnosis in Spanish.

Cottage Virtual Care - Spanish is always open. Simply visit cottagehealth.org/atencion-virtual using a smartphone, tablet or computer to start a visit. No app download is required, making the platform accessible on any device with internet access and a web browser.

Patients can choose from an online interview or have an on-screen consultation with a Cottage Health provider over video. Within an hour, a treatment plan, and – if needed – prescriptions are available to send to the patient’s pharmacy. Providers in conjunction with LanguageLine interpreters are able to assess and address simple, common conditions quickly and from the comfort of the patient’s location.

All Cottage Virtual Care providers are credentialed through Cottage Health. Visits are offered at low cost, without the need for insurance, for both existing and new patients.

This program represents a collaboration between the Cottage Health Marketing, Digital Health, Cottage Center for Population Health, and Zipnosis Inc., and helps bring Cottage Health closer to its goals of care equity, and community health. The program launched internally, and launches to the state of California later in 2022.