The Behavioral Health Department of Fenway Health has a Walk-in Service that provides low barrier, no appointment required access to psychotherapy five days a week, Mon-Friday. This service is utilized by patients who have difficulty keeping scheduled appointments, and serves a number of patients engaged in MAT treatment. The walk-in service also serves as a diversionary resource for patients who would otherwise utilize emergency room and inpatient services. In response to the COVID-19 crisis, the Walk-in service made an initial immediate pivot to offering telehealth “walk-in” access via phone. While that was somewhat successful in retaining patients in care, we took it a step further and created a virtual “walk-in” service using our Zoom platform that replicates the patient experience of “walking in”, being greeted by a patient services staff person, and receiving therapy. Additional adaptations were made so that the virtual walk-in service can now serve more than one patient at a time. We also retained audio access for patients who prefer that mode, or lack the technology needed for Zoom access. At present, the Fenway Health Zoom “bhwalkin” channel is now able to serve multiple walk-in patients at the same time. For walk-in patients making use of the Zoom option, they first encounter a Patient Services Coordinator at a virtual “front desk” who greets them, confirms their identities and eligibility, and then situates them into private “therapy rooms” before notifying an on-call clinician. The workflow that we developed reflects our efforts to make the walk-in telehealth experience as similar to the in-person service as possible while ensuring reliable scheduling of all walk-in visits, and patient confidentiality. Our goal throughout this process was to develop a sustainable low threshold telehealth care delivery pathway that we will use for the duration of the COVID crisis, and beyond it.