

# A new way to get care

## The facts about telehealth visits

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### 1. What are telehealth visits?

Telehealth visits are video or phone visits with a doctor or clinician for nonemergency medical needs. They are also called telemedicine or telehealth. We now offer telehealth visits as another convenient way for you to connect with us about your health.

### 2. What type of illnesses and conditions can be treated in a telehealth visit?

Some of the most common medical conditions treated by telehealth visits are:

- Chronic condition management
- Follow-up care after an in-office visit
- Medication reviews and refills
- Review of some lab and test results
- Constipation
- Cough
- Fever
- Flu
- Nausea/vomiting
- Rash
- Regular check-ups for chronic conditions
- Respiratory problems
- Sore throats

### 3. How can my doctor treat me if I am not in the room with him/her?

Your doctor uses a number of techniques to determine a diagnosis or manage your health. Interviewing is one of the most important techniques and this can be done through a telephonic or video telehealth visit. Your doctor can also observe you as another technique, and using video during a telehealth visit has the additional benefit of allowing them to see you.

### 4. What happens if the provider can't treat my condition?

Your doctor or clinician will identify if they can assist with your condition at the beginning of the call. If they're unable to provide services, you may be directed to come into the office or seek care at an alternative location, such as an urgent care center or the emergency room. In some instances your provider may set you up with in-home care like home health, nursing visit or urgent care in the home.

### 5. Can providers prescribe medication as part of a visit?

Yes, in most situations.\* Prescriptions are electronically sent to the pharmacy of choice as soon as the consultation is over.

### 6. Will my health plan pay for a telehealth visit like they would if I came into the office?

Many health plans are covering telehealth visits, but please check with your plan for specifics on your benefit coverage and what medical necessity rules apply.

### 7. How can I get started using telehealth visits?

Call our office at \_\_\_\_\_ to talk about setting up your telehealth visit service.

### 8. How are services charged?

Our office bills your insurance for your telehealth visit just like we would an office visit. Any copays, coinsurance, or deductible amounts are due at the time of service.

### 9. What do I need to have a telehealth visit?

There are different types of telehealth visits: some can use video while others can be conducted with a regular telephone. Please call our office and we can work with you to see what type of telehealth visit is best for you.

\*Some state laws require that a doctor can only prescribe medication in certain situations and subject to certain limitations.

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