

ADVICE FOR YOUR TELEPHONE VISIT

Location

- Find a quiet and private space wherever you are at – and close any doors and windows to high-traffic areas.
- Remove any clutter from the area where you will be conducting your visit if you are going to be showing any video or picture to your provider.
- If you will be showing your provider a photo or putting your child on video, make sure the area is well-lit. Keep lighting overhead and/or in front of your child, rather than behind. Close blinds and drapes to prevent glare and shadows.

(Phone or computer)

- Make sure your device has enough charge (or is plugged in).
- Check your internet signal strength.

Audio

- Mute, turn off, or remove anything that makes sound such as your television, cell phone, alarms, or pets.
- Try to find a place where you cannot hear an echo.
- Check for air noises like a fan, AC unit, or open window that may affect the microphone.
- Make sure the microphone is not blocked or turned off.
- Speak normally – slowly and clearly – into your device.

General

- Have your pharmacy name, location, and number handy.
- Do not be nervous or afraid to ask questions!

Q: How do I schedule an appointment for a tele-visit visit?

A: You can call our office to schedule an appointment, just as you would an in-person office visit.

Q: Can I be at home and receive tele-visit services?

A: Yes. Most patients choose to be at home, but any location that has, internet service, privacy, enough light, and a low noise level will work.

Q: What equipment do I need?

A: You need a mobile phone or a computer that has a camera and microphone.

Q: Can I use a Wi-Fi connection?

A: Yes, as long your connection is strong enough. It is recommended that you have an internet speed of at least 15Mbps for upload and 5Mbps for download. If you do not know your internet speed, go to your browser and type 'internet speed test' to test your internet speed for free.

Q: Can my problem be treated via a tele-visit?

A: Your provider can diagnose and treat many illnesses during a tele-visit, such as colds, rashes, sinus infections, acne, and ADHD follow-ups, post-ER check-ins, lab result reviews, contraceptive counseling, prescription refills, and more.



Q: How can my provider diagnose my child without an exam?

A: Providers consider a lot of information to make a diagnosis, like the signs and symptoms you have experienced, your medical history, and so on. Therefore, how you feel may be just as important as a visual exam.

Q: How long will the visit take?

A: About the same as if, you were seen in the office – minus the wait and travel time.

Q: Can my provider prescribe a medication during this visit?

A: In most cases, yes. If your provider decides you need a medication, he or she can send the prescription electronically directly to the pharmacy you choose.

Q: Will insurance cover this service?

A: Most insurance companies recognize and cover telemedicine services, but payment varies. Before you schedule an appointment, call the number on the back of your insurance card to find out if your specific policy covers telemedicine service.

Q: If I have insurance, do I still have to pay my deductible or copay?

A: Yes. We will collect your copay/deductible amount at the time of the appointment if that is possible. If it is not possible, we will bill you. After your visit, we will submit a claim to your insurance company just as we do when you visit the office.