

UNDERSTANDING TELEHEALTH VISITS

May 29th, 2020

Telehealth visits include video or phone communication with a provider for non-emergency medical care. They are a convenient way to extend the in-office healthcare services your primary care provider can provide. Through telehealth, you can get the care you need, with the provider who knows you, all from the comfort of your own home.

What types 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
- Medication reviews & refills
- Review of lab/test results
- Cough
- Fever
- Flu
- Respiratory problems
- Sore throats
- Constipation
- Nausea/vomiting
- Rash

How will my doctor treat me virtually?

Your provider will identify if they can assist with your condition virtually. If they feel an in-person visit would be more appropriate, you will be directed to come to the clinic for a face-to-face visit.

What happens if they can't treat my condition?

Your provider will identify if they can assist with your condition. If there is a more appropriate care setting for your situation, you may be directed to be seen in person or seek care at an alternative location, such as an urgent care center or the emergency room.

Can I get a prescription from a telehealth visit?

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

Will insurance cover my telehealth visit?

Many health plans cover telehealth visits. Typically, availability of coverage will be confirmed at the time your appointment is made. Patient responsibility portions, such as copays or self-pay pricing, are usually due at the time of service. Just like after in person visits, your insurance will be billed.

How can I schedule a visit?

If you'd like to schedule a telehealth visit, simply call your primary care provider to discuss your options for this service.

Do I need a special device for the visit?

Some telehealth visits use video while others can be conducted via telephone. Check with your provider to determine which type of telehealth visit is offered and best for you and your health concerns.