



### Telemedicine Visit Tips *(for patients – side 1)*

Telemedicine allows physicians to provide quality medical care for certain conditions to patients at a distance using various technologies. It's safe, convenient, affordable, and becoming more and more popular. So why not?

Follow these tips to help your telemedicine visit go as smoothly as possible.

#### Location

- Find a quiet and private space at your location – close doors and windows to high-traffic areas.
- Remove clutter from the area where you will sit. You want your doctor looking at you, not what's on your desk or wall.
- Make sure the area is well-lit. Keep lighting overhead and/or in front of you, rather than behind you. Close blinds and drapes to prevent glares and shadows.

#### Technology

- Ensure your device has enough charge (or is plugged in).
- Check your internet signal strength.
- Adjust the angle of your camera so you fill as much of the screen as possible.
- Know how to use your equipment. Have the phone number for tech support close by – just in case.

#### Audio

- Mute, turn off, or remove possible noisemakers such as your television, cell phone, alarms, or pets.
- Eliminate echoes.
- Check for air noises like a fan, AC unit, or open window that may affect the microphone.
- Make sure the microphone is not blocked.
- Speak normally – slowly and clearly – in the direction of the camera.

#### Visual

- Avoid too much movement.
- Don't look at your picture on the screen.

#### General

- **Have your pharmacy name, location, and number handy.**
- **Be sure to get your child's temperature and weight prior to starting the visit.**
- Explore the telemedicine app/platform to get comfortable with it.
- Don't be nervous or afraid to ask questions!

© 2019 Texas Medical Association. All rights reserved.

TMA gratefully acknowledges the Texas Medical Association Special Funds Foundation for its support of this document through funds awarded by The Physicians Foundation.

**NOTICE:** This information is provided as a commentary on legal issues and is not intended to provide advice on any specific legal matter. This information should NOT be considered legal advice and receipt of it does not create an attorney-client relationship. **This is not a substitute for the advice of an attorney.** The Office of the General Counsel of the Texas Medical Association provides this information with the express understanding that (1) no attorney-client relationship exists, (2) neither TMA nor its attorneys are engaged in providing legal advice, and (3) the information is of a general character. Although TMA has attempted to present materials that are accurate and useful, some material may be outdated and TMA shall not be liable to anyone for any inaccuracy, error or omission, regardless of cause, or for any damages resulting therefrom. Any legal forms are only provided for the use of physicians in consultation with their attorneys. You should not rely on this information when dealing with personal legal matters; rather legal advice from retained legal counsel should be sought.



## Telemedicine FAQs *(for patients – side 2)*

### **Q: How do I schedule an appointment for a telemedicine visit?**

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

### **Q: Can I be at home and receive telemedicine services?**

**A:** Yes. Most patients choose to be at home or in a private office, but any location that has adequate technology, internet service, privacy, lighting, and a low noise level is fine.

### **Q: What equipment do I need?**

**A:** At the very least, you need a mobile device or computer that has a camera and microphone. You also need an internet connection that allows you to stream video. You will also need to make sure to have your child's weight and temperature prior to starting the visit.

### **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 5Mbps download and 15Mbps upload**. Don't know your internet speed? In your browser, type 'internet speed test' and test your internet speed for free.

### **Q: Can my problem be treated?**

**A:** Your doctor can diagnose many illnesses during a telemedicine visit, such as rashes without fever, diaper rashes, acne, etc. You can receive mental health counseling, Substance abuse counseling, lab result reviews, prescription refills, and more.

### **Q: How can my doctor diagnose me without an exam?**

**A:** Physicians think about a lot of information to make a diagnosis, like the signs and symptoms you've experienced, your medical history, and so on. So, how you feel may be just as important as a visual exam. There are times a physical exam will be essential for diagnosis and management of a patient's symptoms and your virtual visit will be converted to an in-office visit.

### **Q: Whom will I see – my doctor or someone I don't know?**

**A:** You will be scheduled with your child's primary care physician or another ABC Pediatrics physician if your primary physician is not available.

### **Q: How long will the visit take?**

**A:** Just as long as if you were being seen in the office – less the wait and travel time.

© 2019 Texas Medical Association. All rights reserved.

TMA gratefully acknowledges the Texas Medical Association Special Funds Foundation for its support of this document through funds awarded by The Physicians Foundation.

**NOTICE:** This information is provided as a commentary on legal issues and is not intended to provide advice on any specific legal matter. This information should NOT be considered legal advice and receipt of it does not create an attorney-client relationship. **This is not a substitute for the advice of an attorney.** The Office of the General Counsel of the Texas Medical Association provides this information with the express understanding that (1) no attorney-client relationship exists, (2) neither TMA nor its attorneys are engaged in providing legal advice, and (3) the information is of a general character. Although TMA has attempted to present materials that are accurate and useful, some material may be outdated and TMA shall not be liable to anyone for any inaccuracy, error or omission, regardless of cause, or for any damages resulting therefrom. Any legal forms are only provided for the use of physicians in consultation with their attorneys. You should not rely on this information when dealing with personal legal matters; rather legal advice from retained legal counsel should be sought.



Adapted for use by:



**Q: Can my doctor prescribe a medication during this visit?**

**A:** If deemed appropriate by a physician, medication can be prescribed or called in to your pharmacy.

**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 the \$XX convenience fee?**

**A:** Yes. You will be responsible for your usual co-pay for an office visit. Your insurance will be billed by our office for the remainder of the cost of the visit. If you are self-pay/cash, you will be charged a fee for your visit. Please note, you will be charged a **No-Show fee** for Well Child appointments not canceled prior to 24h or sick visit not cancelled 1 hour prior to visit.

© 2019 Texas Medical Association. All rights reserved.

TMA gratefully acknowledges the Texas Medical Association Special Funds Foundation for its support of this document through funds awarded by The Physicians Foundation.

**NOTICE:** This information is provided as a commentary on legal issues and is not intended to provide advice on any specific legal matter. This information should NOT be considered legal advice and receipt of it does not create an attorney-client relationship. **This is not a substitute for the advice of an attorney.** The Office of the General Counsel of the Texas Medical Association provides this information with the express understanding that (1) no attorney-client relationship exists, (2) neither TMA nor its attorneys are engaged in providing legal advice, and (3) the information is of a general character. Although TMA has attempted to present materials that are accurate and useful, some material may be outdated and TMA shall not be liable to anyone for any inaccuracy, error or omission, regardless of cause, or for any damages resulting therefrom. Any legal forms are only provided for the use of physicians in consultation with their attorneys. You should not rely on this information when dealing with personal legal matters; rather legal advice from retained legal counsel should be sought.