

## Telemedicine Visit Tips For Patients

The Heartbeat Clinic is committed to treating our patients even during the Covid-19 outbreak. We are taking all necessary precautions to ensure the safety of each of you. During this time, we are now offering Tele-visits.

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

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. A connection speed of 384 Kbps is common.
- 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.
- Explore the telemedicine app/platform to get comfortable with it.
- Your patient portal provides a FAQ option if you need help.

## Telemedicine FAQs

**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.

**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. 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, , post-operative check-ins, 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.

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

**A:** Yes, Dr Suleman will be the only doctor treating you just as in the office!

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

**A:** In most cases, yes. If your doctor 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 the \$XX convenience fee?**

**A:** Yes. There is a fee for the convenience of a telemedicine visit, which will be collected through the app before your visit. After your visit, this practice will submit a claim to your insurance company just as we do when you visit the office.