

## **FAQ: Telehealth (phone and video consults)**

### **What is telehealth?**

Telehealth provides you with the ability to book a phone or video consultation with Children & Adolescent Clinic, P.C. in the comfort of your own home. You will be able to speak to one of our providers over a phone, tablet or computer.

### **What equipment do I need to do telehealth?**

At minimum, access to a telephone. Preferably a web-cam and internet enabled computer or mobile device/tablet.

### **What can be done via telehealth?**

Many issues can be resolved by using telehealth, including but not restricted to basic medical advice, requesting repeat prescriptions, medical certificates or specialist referrals you may need. Occasionally, the provider will need to see you in person but will direct you accordingly to attend the practice or seek care elsewhere as appropriate.

### **Can I still get prescriptions for medication over telehealth?**

Absolutely. There may be some restrictions based on the type of medication being prescribed and the process by which you receive your prescription and medications may vary depending on the provider's preference.

### **How much does a telehealth appointment cost?**

The telehealth visit will be billed as if you are seeing the provider in the clinic. Most payers are waiving all co-pays at this time. Check with your insurance carrier to see what their policy is.

## **How do I pay for a privately billed telehealth appointment?**

All billing will be handled in the standard manner. If you would like to make a payment on your account, you may call our billing office.

## **How do I make a telemedicine appointment?**

To make a telemedicine appointment, you will call our office as if you needed a regular or same day appointment. At that point, one of our receptionists will schedule you with a provider.