

## TeleMedicine Instructions for Patients

1. Select the preferred mode of communication for the TeleMedicine Visit: FaceTime, Google Duo, or Other.
2. When you are provided an appointment time, please mark your calendar and set a reminder to prepare for the visit at-least 15-30 minutes prior (give yourself enough time to prepare for the visit).
3. You may use a device of your preference (iPad (or other tablet device), Smartphone (iPhone or Android), Laptop (PC or Mac) or Desktop). Make sure that the device is equipped with a camera and microphone + speakers.
4. Make sure that your device is updated and is running the most recent version of the applications (FaceTime or Google DUO) that are essential for your TeleMedicine Visit.
5. Test your device and verify that both audio and video features are available for use during the visit. It is preferable to have a high-quality camera to have the best experience with your telemedicine visit.
6. Test your audio device to ensure that the speaker volume is at its optimal level. Test your microphone and verify that it can capture your speech appropriately.
7. Keep your device charged with enough battery life for a 45-minute video visit or longer.
8. Ensure that the device is connected to the internet and that the connection is strong and stable. If necessary, switch from a wireless connection and connect to a wired internet connection.
9. Gather & test all appropriate peripherals (earphones, stands, etc.) that might be required for the visit.
10. Familiarize yourself with the selected app and know how to start audio and video sharing features.
11. Test the selected app (FaceTime/Duo/Other) to verify that outgoing/incoming calling features are functioning.
12. Ensure that the camera is set-up at eye level and your entire face is visible in the view-finder screen.
13. Close any apps or other applications or windows that may interfere with the visit.
14. Select a quiet, well-lit, dedicated spot at the location of your choosing from where you will participate in the visit. Ensure that the space is free from distractions (keep children and pets away) and is private. Verify that the selected spot is well covered with internet service.
15. You may choose to have a family member or caregiver participate with you during the visit. If a family member or caregiver will participate alongside you at the visit, please make sure to share these instructions with them.
16. Dress appropriately for the visit. While the visit may happen at the convenience of your home, remember that the doctor can see you during a telemedicine visit.
17. Prepare for your telemedicine visit just like how you would for an in-person visit. Begin by gathering your medication list/medications, your list of questions for the provider and any other information that you may need for your visit. Keep a scribble pad and a pen ready to make notes or pen down instructions from the doctor.

## What to expect during your TeleMedicine Visit?

1. Begin preparing for your telemedicine visit at-least 15 minutes prior to the visit time.
2. Prior to the actual appointment, you may receive a test call from our office staff to verify that we the right contact information & to ensure that the technology tools are working appropriately.
3. At-least 5 minutes prior to your visit, be present at your selected spot and have the device ready and available.
4. In the event the physician is delayed by a prior appointment, you can expect to receive communication from the physicians' office notifying you of the delay and a revised appointment time.
5. Your physician or their designated office staff member will initiate the telemedicine call with you using the selected mode of communication, at or within 5 minutes of the selected appointment time.
6. The visit will begin by the physician or their designee conducting a test of the connection and a verification that the audio and visual components are performing as intended on both ends.
7. The physician or their designee will then request you to consent to a telemedicine visit, and if not enabled by this time, will request you to enable and share your video to begin the telemedicine visit.
8. The physician or their designee will acknowledge and record all the participants in the visit.
9. The physician will then conduct the virtual visit. The physician may request their staff to assist with parts of the visit, including but not limited to technology support, documentation support, support with certain parts of the visit such as medication reconciliation, pain assessment, depression screening, etc.
10. The physician may also perform an inspection (part of the physical exam) of relevant systems that can be evaluated virtually. If necessary, the physician will direct you to perform maneuvers to assess key signs of illness.
11. You may be asked to share readings from personal health devices such as heart rate from a wearable fitness tracker, blood sugar levels from a home glucometer, blood pressure from a wrist sphygmomanometer, etc. or records of any manual health monitoring that you have been recording.
12. If necessary (as determined by your physician), the physician may request you to come in for an in-person visit instead of continuing the telemedicine visit.
13. At the end of the visit, when appropriate, the physician may:
  - a. issue you orders for tests or scans & direct them to the lab or imaging center of your choice,
  - b. write electronic prescriptions and transmit them to your pharmacy,
  - c. initiate a referral to another provider or healthcare service & communicate the referral directly to the facility or healthcare provider/service,
  - d. schedule for a follow-up in-person or telemedicine visit to check in on your status at a selected interval,
  - e. take other actions as medically necessary for your care.
14. The physician will then record details about the visit in your medical record.

## Things to Remember

1. Physicians are well qualified to conduct visits using telemedicine tools and know the limitations of such visits.
2. Appearance, body language and clarity are very important during a telemedicine visit. Please ensure that you follow the physician's instructions and share any/all relevant information regarding your problem.
3. During a telemedicine visit, you can expect health professionals to be courteous, respectful, and professional.
4. The telemedicine call (FaceTime or Google Duo) will come from the office phone number or email ID. You may use the office phone number to telephone the office. We will not receive incoming FaceTime or Google DUO calls made to the office phone number or email ID. The office email ID is not monitored. Please do not send any emails to the office email ID. Also, please do not send any protected health information to the practice email ID.
5. Telemedicine services are being provided pursuant to the current section 1135 waiver in response to the Novel Coronavirus (COVID-19) pandemic (<https://www.cms.gov/newsroom/press-releases/cms-approves-medicare-section-1135-waivers-11-additional-states-response-covid-19>). These services are intended to provide continuation of care for patients with their healthcare providers while minimizing the exposure to COVID-19. These waivers are effective March 1, 2020 and will end upon the termination of the public health emergency or national disaster declaration for COVID-19. The continuation of this service is contingent on the continuation of the waivers or a revision of the healthcare policies.