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800 N. Carriage Parkway · Wichita, KS 67208

(316) 858-5800 · Fax (316) 858-5850

## **FAQs for Patients about Telemedicine/Televisits**

* **Why is this so important RIGHT NOW?** 
  + In this Coronavirus (COVID-19) situation, we are worried that patients might risk catching the virus from another sick patient if they come into the office in person.
  + Telehealth visits offer us a way to talk to you about your health concerns without putting you at risk for catching other viruses or infections going around.
  + We are confident that we can address many health problems you’re worried about without you having to leave home. You can still see your doctor without leaving your house!
  + If for any reason we think that we do need to see you in person, or that you need to go to a specialist or to a hospital, we can let you know that over the video chat and make a plan.
* **What is “telemedicine” or a “televisit”?**
  + Video and phone calls to assess and treat our patients without them needing to come into the office for a visit.
  + We can do most of what we normally do in the office over a video call.
* **How does it work?** 
  + We will talk to you ahead of time to make sure that you know how to get in touch with us when it’s time for your visit. We currently are performing telemedicine via the Healow App on your smartphone, Patient Portal on your desktop/laptop, and Updox on either your smartphone or any computer with a camera.
  + You will talk to your provider over a video using either your phone, a tablet device such as an iPad, or a computer with a web camera.
  + You won’t need to leave your house, or buy any special equipment.
  + You can expect to have a conversation just like you would in-person at our office.
* **How do I know whether I should come into the office or try a telehealth visit?** 
  + Call us! Chances are, it would be best if we tried a telehealth visit. Please call us about getting set-up for a telehealth, or video visit.
* **Will I be charged a copay for this visit?** 
  + **Waived copays**: We are happy to do this telehealth (video) visit for you with no copay at this time!
* **What do I do if I don’t have a way to do a video call?** We recommend talking to a caregiver or family member before your visit to see if someone you know has a way to help you make video calls.
  + Did you know the iPad your grandchildren use or got you has a camera?
  + Do you have access to a smartphone (like an iPhone), a tablet (like an iPad) or a computer with a web camera (laptop or desktop)? Those all work great for a video call!