

TeleMedicine

- What is TeleMedicine?
 - A medical visit with your physician or advance practice provider (APP) through a video on your electronic device (phone, tablet, computer) or if video is not available, a telephone call can be used for some visits.
 - During the visit, medical information about your health will be discussed and a treatment plan completed to improve your health. Private information will be shared and discussed over a video call on your electronic device.

- Who can do a Telemedicine visit?
 - Any patient at Benson Area Medical Center may do a visit through TeleMedicine.

- What are the limitations of TeleMedicine visits?
 - Physicians and APPs are unable to complete a hands-on examination and this may mean you have to come to the office to provide you the best care if the doctor feels this is necessary.
 - Not all medical issues can be addressed with a TeleMedicine visit due to the need for a physical exam or laboratory work or xrays.

- Will my insurance be billed for a TeleMedicine visit?
 - Yes, your insurance will be billed for this visit in a similar way it is billed for visits in the office.
 - There is a chance your insurance does not cover this type of visit and you may be charged the entire visit fee.
 - You will continue to be responsible for any co-payments your insurance requires per your insurance policy.

- What technology is needed for Telemedicine visits?
 - You will need an electronic device that has a camera and microphone.
 - Your device will need to connection to the internet to access your TeleMedicine appointment video.
 - PC/Microsoft devices: You will need Google Chrome as a browser.
 - Apple/Mac devices: You will need Safari as a browser.

- How do you schedule a TeleMedicine appointment?
 - Contact the office and request a visit just as you would with a visit in the office.
Telephone: 919-894-2011

- How do you log-on for your TeleMedicine appointment?
 - You will be sent a link either by text, email or through the portal. You will follow the link to access video for your visit.
 - The MA will call before you appointment to ensure you are able to log-in the day of your appointment.

- What do you need for the day of your visit?
 - Ensure you are in a private location as we will be discussing personal information and your medical issues.
 - Have your medications ready in front of you.
 - Have a blood pressure cuff if available to take your blood pressure.
 - Have a thermometer if available to take your temperature.
 - Have a pulse oximeter if available to take your oxygen level and pulse.

- What about my patient privacy and HIPAA requirements?
 - We ask you complete this visit in a private location to better protect your health information and our staff providing you medical care.
 - We are using a secure connection to protect your health information as well as protecting the safety of staff at BAMC.

- How do I consent for a TeleMedicine visit?
 - When you schedule your visit, our staff will read a consent about the TeleMedicine visit and by clicking the link, you are giving your consent to the TeleMedicine visit.

Consent for Telehealth

As we schedule you for your telehealth visit, we must get your consent to proceed with your visit in this setting. As part of this consent, we would like to make sure you understand that telehealth is the use of an electronic device or telephone to deliver services to you while you are located at a different site than the provider. The same laws that protect your privacy during a visit in the office still apply to a telehealth visit. As always, your insurance carrier will have access to your medical records, and you will be responsible for any copayments that apply to your telemedicine visit, and depending on your insurance coverage, you may be responsible for the entire visit fee. There are limitations to telehealth services, including but not limited to, the physical exam. If the provider feels your problem is not appropriate for a telehealth visit, the provider will make sure you are re-scheduled with a provider in the office.