

## Lockport Pediatrics Telehealth Guide

### ***What is telemedicine?***

Telemedicine is a virtual appointment with the patient via a video call. These are face to face encounters with the patient and we utilize a secure HIPAA compliant solution through DrFirst, Backline. (<https://drfirst.com/backline/>) The Healthcare community, including the insurance companies is currently treating all telemedicine encounters the same as in office appointments. Some insurance companies are paying for this service with no patient responsibility. Parents can check with the insurance company directly if they have any questions.

### ***Requirements for Telemedicine***

- Patient/Family currently needs access to a smart phone. We will be adding the ability through email/computer down the road.
- Patient must have access to high speed internet. (Cable, Spectrum, Verizon FIOS, etc.)
- Patient should be connected via a Wi-Fi connection
- If patient does not have access to the above methods of high-speed internet. Patient should know that data can be used through their cell phone carrier. We would recommend only doing telemedicine appointments with patients that have UNLIMITED data plans under this scenario.

If patients have any questions in regards to these requirements, have them contact our billing office and we will be able to explain in more detail if needed.

### ***Types of Telehealth Appointments***

During this current global healthcare situation, we as an office are doing everything within our power to ensure the safety and well being of our patients. We are working towards providing healthcare through a virtual appointment via a face to face video chat with patients when at all possible. We are still evaluating what concerns we can properly evaluate through a video appointment. However, we are providing a list of some appointment reasons that we are already scheduling patients for, if your concerns don't appear on this list, you can certainly ask for a video appointment and we can determine if it would be appropriate.:

- Mental Health appointments (ADHD, Anxiety, Depression visits, etc.)
- Dermatological concerns (Rashes or other skin concerns)
- Pink Eye (2 years of age and older)
- Newborns with possible thrush
- Allergy concerns

We are currently treating Telehealth appointments just like any other appointment type within our office. We will schedule the patient based on provider availability. We are asking for patients to be available 10 minutes before appointment times up to 10 minutes after. If the appointment is not going to be initiated within 10 mins of the appointment time, the office will contact the patient to let them know if a situation came up and we will give an updated estimate of appointment time.

The steps that to start this type of appointment are outlined below:

- 1). Provider initiates secure chat using the patient's information.
- 2). Patient/Parent receives text message link to verify patient information and join the secure chat.
- 3). Once patient information is verified, the secure chat is open and patient and provider can communicate securely.
- 4). Our providers will ask to start video chat.
- 5). When patient/parent consents to the video chat, the face to face encounter begins and the appointment happens.
- 6). If any medication needs to be ordered the provider will verify what pharmacy you would like a prescription sent to and a script will be sent. 67.16-.67