



# Virtual Healthcare

Quality, cost-effective care and education delivered via smartphones, tablets, desktop computers, kiosks, portals, remote monitoring devices and other new and emerging technologies.



## What Should I Know?

May include instant access to a health care provider, personal health information, lab results, prescription refills, appointment scheduling, care reminders and other resources to help you manage your health.

### 3 Reasons For its Growing Popularity

Care when and where you need it, offered through your employer, health system, health plan, primary care provider and others...



- ✓ **1. More Convenient**
- ✓ **2. Better Patient Experience**
- ✓ **3. Lower Cost**

*Why It Is Awesome:*

1. No waiting rooms
2. No long wait times
3. No travel costs and hassles
4. No need to re-arrange my schedule



## Who Pays for Virtual Visits?

## What Technology Do I Need?



Many insurance companies and employer-sponsored health plans will pay

Desktop/laptop computer, tablet, or smartphone



Patients often choose to pay out-of-pocket

Internet connection with at least 384 Kpbs down and up



A Wired Connection is Preferred to WFI



In some situations, Medicaid and Medicare may pay

Good quality camera and microphone



To Improve Image Quality, Reduce Lighting from Windows and From Behind You

You will find that more and more payors are deciding that it is worth their while to pay for virtual visits because it lowers the cost of care! Don't be surprised if your health plan or employer has a contract with a virtual visit provider!

You are responsible for establishing a private space, controlling the lighting, letting the provider know if others are in the room with you, checking your image on the camera to ensure clarity and making sure you have updated anti-virus software..

## Should I Use a Virtual Care Provider?

Virtual Care may not be the best option for everyone. Here are some things to consider when deciding whether Virtual Care is the right fit for you.

### Potential Challenges/Risks

Your virtual care provider may not know you, your medical history or have access to your medical record. If there is something important for your provider to know, it becomes your responsibility to share it. However, you may not know what is/isn't important for your virtual care provider to know.

You may experience connectivity and/or other technology challenges. If the quality of the video/audio is insufficient, your virtual care provider may miss some subtle cues. You and/or your provider may choose to discontinue the visit if there are video and/or audio quality issues.

Your virtual visit is often disconnected from your medical record. Therefore, you are responsible for reporting your virtual care visit to your primary care provider (PCP) to make sure there is coordination of care.

### Other Considerations

Virtual care providers may not be able to order lab tests to confirm your diagnosis/condition.

Virtual care providers may choose not to file insurance claims through your insurance company, so you will need to pay for the services up front and submit the claim yourself.

In some states, virtual care providers may not be able to prescribe medications. If they do prescribe, it is your responsibility to notify your PCP.

You may or may not get the same virtual care provider each time you request a virtual visit.

If the alternative to virtual care is getting no care at all, then by all means, get care virtually!

## How Can I Be Prepared for a Virtual Visit?



If you've decided that Virtual Care might be a good option for you, here are some things to help you be prepared for your first visit!

### Consider asking your provider:

- ❓ What city and state are you located in? (you may need this information if you will be submitting for reimbursement)
- ❓ What is your name and what are your credentials (type of license, area of specialty/subspecialty, state of license)
- ❓ Will there be any kind of follow-up visit, and if so, what is the process for that? How and how often may I contact you if it is needed?
- ❓ What should I do if there is an emergency?
- ❓ Will you be communicating with my PCP? If not, what would be most important for me to tell my PCP about this visit?

### Be ready for your provider to tell/ask you:

- ❗ How to comply with privacy and confidentiality laws, including computer security arrangements and limitations
- ❗ If/how personal healthcare information will be used, stored and shared
- ❗ If the encounter will be recorded, whether you consent to being recorded, and if those recordings would be available to you upon request
- ❗ To verify your name, contact information, location and show a government issued photo ID
- ❗ To provide the name and contact information for someone in case of emergency

## Have Questions or Need More Information?



[www.TelehealthResourceCenter.org](http://www.TelehealthResourceCenter.org)

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