

# Telehealth Visit Instructions

## Device Information:

To participate in a Telehealth visit with your doctor, you will need a smartphone, laptop, tablet (iPad or other) or computer. Laptops and computers must have a camera, microphone and speakers (smartphones and iPads will automatically have these features). We are using [www.doxy.me](http://www.doxy.me) for Telehealth visits because it is HIPAA compliant and is very easy to use for the patient. You do not need to download an app nor do you need to create an account on this site to have your Telehealth visit. Once your visit starts, you may be asked to “allow” [www.doxy.me](http://www.doxy.me) access to the camera, microphone or speakers on your device; please say “yes” or “allow” to this, or you won’t be able to see or hear the doctor.

## Insurance Information:

Insurance coverage for Telehealth visits has been widely expanded due to the coronavirus crisis. The purpose of the Telehealth visit does not have to be related to coronavirus; the intent is to allow patients to receive care from their doctors while staying at home, away from other people or other patients during this time.

**Medicare Patients:** Medicare is covering Telehealth visits for all patients in the same way that it covers an office visit. Medicare patients will pay for this visit before the visit starts, at the usual Medicare office visit rate, and they will be reimbursed in the same manner that they are reimbursed for in-person visits in our office.

**Commercial Insurance Patients:** Most commercial insurance plans will cover Telehealth visits based on the new expansion of coverage due to this crisis, but not all plans cover this service at this time. If the service is not covered by your insurance at all, this service will out-of-pocket to you. If this service is covered by your commercial insurance, it will be subject to your deductible, co-pay and co-insurance rules, just like an office visit. Commercially insured patients will have the payment collected before the visit begins. If your insurance covers all or part of this visit, you will be refunded that amount once your insurance has processed the claim.

For all patients, our billing company will file the claim for your Telehealth visit electronically, just like they have for your office visits in the past.

## The Day of Your Appointment:

On the day of your appointment but prior to your actual appointment time, you will be called by Alex or Jennifer, and they will review and update the followings things with you prior to your Telehealth visit with the doctor. Please have this information ready when Alex or Jennifer calls you:

- insurance information (have your actual insurance card(s) handy; all Medicare patients will need to verify that we have the new Medicare number (not your social security number) on file for you)
- any updates to your address, phone number, email (we will collect an email address for every patient)
- current medication list (medication name and dosage)
- allergies
- refills needed (30- or 90-day supply and which pharmacy you prefer)
- pharmacy (local and mail order)
- doctor to whom your note should be sent

### **At the Time of your Appointment:**

At or near the time of your appointment, you will be called by Jennifer or Alex to tell you to “check-in” to the doctor’s virtual waiting room.

1. To “check-in”, go to our home page at [www.dfwlungdoctors.com](http://www.dfwlungdoctors.com) and scroll down to the lower left of the home page. You will see icons to “Start a Telemedicine Call with Dr. Chesnut” or “Start a Telemedicine Call with Dr. Carew.” Click on those green words for your specific doctor to check in for your appointment.
2. The doxy.me site will open automatically on your device.
3. It will ask you to enter your first name and click “Check In”. This alerts the doctor that you are ready for the visit to begin.
4. When the doctor joins the Telehealth visit from their computer, the visit begins and you will be on a 2-way video and audio visit with the doctor.