



Barr Center Tips for Telehealth

Can't take time off from work or away from your family? Just feel too ill to get in the car and drive? Imagine being able to receive medical care without making a trip to the doctor's office. Now you can!

Barr Center now offers telehealth services to **our established patients** in order to provide safe, secure quality medical care at a distance using a HIPPA Compliant Zoom platform. During this challenging time this is a safe, convenient and affordable way to stay connected to us. So why not? Follow these tips to help your telehealth visit go as smoothly as possible.

Location

- Find a quiet and private space at your location – close doors and windows to high-traffic areas.
- Remove clutter from the area where you will sit. You want your doctor looking at you, not what's on your desk or wall.
- Make sure the area is well-lit. Keep lighting overhead and/or in front of you, rather than behind you. Close blinds and drapes to prevent glares and shadows.

Technology

- Ensure your device has enough charge (or is plugged in).
- Check your internet signal strength. A connection speed of 384 Kbps is common.
- Adjust the angle of your camera so you fill as much of the screen as possible.
- Know how to use your equipment. Have the phone number for tech support close by – just in case. If you have questions, **our phone number is 757-578-2260. If you have no access to a computer or smartphone, we can arrange a formal phone visit.**

Audio

- Mute, turn off, or remove possible noisemakers such as your television, cell phone, alarms, or pets.
- Eliminate echoes.
- Check for air noises like a fan, AC unit, or open window that may affect the microphone.
- Make sure the microphone is not blocked.
- Speak normally – slowly and clearly – in the direction of the camera.

Visual

- Avoid too much movement.
- Don't look at your picture on the screen.

General

- **Please prepare ahead of time and not wait until the exact time of your scheduled appointment.**
- **Look in your email for a link to your Zoom appointment. Have it handy about 15 minutes before your scheduled appointment.**
- Have your pharmacy name, location, and number handy.
- Explore the telemedicine app/platform to get comfortable with it.
- Don't be nervous or afraid to ask questions! *Copyright 2020 Barr Center*



Barr Center Telehealth F.A.Q.

Q: *How do I schedule an appointment for a telehealth visit?*

A: You call our office to schedule an appointment, just as you would an in-person office visit.

Q: *Can I be at home and receive telehealth services?*

A: Yes. Most patients choose to be at home or in a private office, but any location that has adequate technology, internet service, privacy, lighting, and a low noise level is fine. If you are on Medicare, there may be special requirements for you; please talk to practice staff about your location.

Q: *What equipment do I need?*

A: At the very least, you need a mobile device or computer that has a camera and microphone. You also need an internet connection that allows you to stream video.

Q: *Can I use a Wi-Fi connection?*

A: Yes, as long your connection is strong enough. It is recommended that you have an internet speed of at least 15Mbps for upload and 5Mbps for download. Don't know your internet speed? In your browser, type 'internet speed test' and test your internet speed for free.

Q: *Can my problem be treated?*

A: Your provider can assess your needs including providing: a diagnosis, review and order tests and send refill requests and prescribe new medication during a telehealth visit. When needed referrals can be facilitated to other providers and care can be coordinated with other providers.

Q: *How can my provider diagnose me without an exam?*

A: Physicians and Nurse Practitioners take a lot of information into account when we make a diagnosis, like the signs and symptoms you've experienced, your medical history, your test results and so on. So, how you feel may be just as important as a visual exam.

Q: *Whom will I see?*

A: Emily Horvath, DNP and Morgan Rogers, NP will coordinate our telehealth program and will be your providers. Dr. Barr and Janet Hare, PT will be available to assist as well.

Q: *How long will the visit take?*

A: Just as long as if you were being seen in the office – less the wait and travel time.

Q: *Can my provider prescribe medication during this visit?*

A: In most cases, yes. If your provider decides you need medication, she can send the prescription electronically directly to the pharmacy you choose. Please make sure we have your pharmacy information in our system. Please note that some rural pharmacies and some military base pharmacies do not yet accept e prescriptions.

Q: *Will insurance cover this service?*

A: Most insurance companies recognize and cover telehealth services, but payment varies. During this most extraordinary time all insurances are providing telehealth coverage to some degree. This may change when this crisis is over. If you are concerned about coverage before



you schedule an appointment, call the number on the back of your insurance card to find out if your specific policy covers telemedicine service. Note: This could change in the future.

Q: *If I have insurance, do I still have to pay the copay?*

A: Yes. For now, we bill this visit as if you were physically in the office. After your visit, Barr Center will file a claim with your insurance company.

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