

# Telemedicine

## FAQs

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

**A:** You call our office to schedule an appointment, (818) 843-9900, just as you would an in-person office visit.

**Q: Can I be at home and receive telemedicine 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 are 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 doctor can diagnose many illnesses during a telemedicine visit, such as acute concerns, etc. You can receive mental health counseling, post-operative check-ins, lab result reviews, prescription refills and more.

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

**A:** Physicians think about a lot of information to make a diagnosis, like the signs and symptoms you've experienced, your medical history and so on. So, how you feel may be just as important as a visual exam.

**Q: Whom will I see – my doctor or someone I don't know?**

**A:** If you are an existing patient of this practice, most likely you will see your own doctor. But your doctor may not be available all the time. When scheduling your telemedicine appointment, be sure to tell staff if this is important to you so they can schedule your appointment accordingly.

**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 doctor prescribe a medication during this visit?**

**A:** In most cases, yes. If your doctor decides you need a medication, he or she can send the prescription electronically directly to the pharmacy you choose.

**Q: Will insurance cover this service?**

**A:** Most insurance companies recognize and cover telemedicine services but payment varies. 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. If you are uninsured, you still qualify for telemedicine services through a sliding fee system.