



## **Piedmont Internal Medicine Telemedicine FAQ**

### **What is Telemedicine?**

Telemedicine is an avenue that allows health care professionals to evaluate, diagnose and treat patients using computers, smart devices and telephones. charge may be rendered for communication with a provider either through MyChart, Phone call, private email regarding health concerns, medication refills, labs requests, COVID-19 requests, etc...

### **Can the provider accurately evaluate me via Telemedicine?**

Yes, with the use of a camera your provider can see and hear you. The quality of telemedicine has been proven by extensive of research and demonstrations. Telemedicine is considered a safe, cost effective, and convenient way to provide healthcare services.

### **How Can a Patient Benefit from Telemedicine?**

Telemedicine gives patients the opportunity to receive care without a trip to the doctors' office. The patient does not have to spend time traveling or spend money on parking. Additionally, they do not risk exposing others if they are ill with a communicable illness.

### **Can my provider call in medications for treatment?**

Yes, a provider can prescribe the medication you need for treatment.

### **Is this covered by my insurance?**

Yes, insurance companies, including Medicare will cover the services performed during a telemedicine visit.

### **Will I have a copay or after service cost?**

Some insurance companies require a copay to be collected. If a copay is required, our practice will collect a copay prior to your visit during the virtual check in process.

Charges may be rendered for communication with a provider through MyChart, Phone calls, or private email regarding health concerns. These charges may result in after service cost.

### **Which Telemedicine Program do you use? Do they have an App for download?**

We use ExamMed to facilitate our telemedicine appointments. There is an app in your app store that can be downloaded for free.

**Will my telemedicine appointment be with my primary care physician?**

One of our highly knowledgeable Advanced Practitioners will be initially conducting your appointment. However, in certain circumstances our advanced practitioners may ask your provider to step into the appointment or defer to your provider for additional instructions.

**How do I get set up with a Telemedicine Appointment?**

If you are sick, please call our office. Your call will be triaged by one of our experienced Medical Assistants. If appropriate, they will place you on the schedule and assist you in getting established with our telemedicine program.