

Telehealth offers an additional way for patients and providers to connect through technology as a virtual visit. Telehealth allows for two-way, real time interactive communication between you and your physician, so you don't put a hold on your healthcare needs.

WHAT TECHNOLOGY DO I NEED?

There are multiple forms of technology that allow a successful Telehealth visit. Your provider will assist with specific requirements for your visit. Some technological requirements are:

- ▶ Telephone (audio only)
- ▶ Computer, Tablet or Smartphone
- ▶ Application or Platform (Skype, FaceTime, Zoom, etc.)
- ▶ Internet Connection or Cell Phone Data

HOW DO I USE TELEHEALTH?

- ▶ Instructions should be given by your provider for using their preferred Telehealth system
- ▶ Make sure your computer, tablet or phone, is stable to ensure a clear video
- ▶ Having an additional person to help with setup may be helpful

WHAT SERVICES ARE OFFERED?

Services may differ with each provider. Services that may be included in Telehealth are:

- ▶ General Wellness Visits
- ▶ Advance Care Planning
- ▶ Annual Wellness Visits
- ▶ Cold & Flu
- ▶ Medication Refills
- ▶ Chronic Care Management
- ▶ Behavioral Health Screenings
- ▶ Consultations that include a Specialist
- ▶ Depression & Anxiety
- ▶ Follow-Up Appointments



HOW DO I PREPARE FOR MY APPOINTMENT?

There are a few different ways to prepare for your Telehealth visit:

- ▶ Understand the instructions given by your provider for connecting your video/audio service
- ▶ Set up a dedicated quiet space for your visit
- ▶ Dedicate a friend or family member who can assist with your appointment
- ▶ Complete any paperwork for your provider
- ▶ Test the device that you will use for your visit
- ▶ Have your provider's phone number handy in case you experience technical difficulties

WHAT TO EXPECT DURING YOUR VISIT

Most visits should begin with your provider asking for your information and to ensure you are not experiencing any technical difficulties. During your visit, take notes and focus on what your provider is saying. Your provider will often end the session by asking if you have any questions and sometimes emailing a follow-up about your visit.

WHAT IS THE COST?

Many insurers have extended their service to include Telehealth. This means that many people will have access to Telehealth without a cost.* The best way to be sure if Telehealth is a covered service, is to contact your insurance provider.

HOW CAN I SCHEDULE AN APPOINTMENT?

To schedule an appointment, contact your healthcare provider. When scheduling a one-on-one Telehealth appointment, they will send instructions for your visit.

*Copays may still apply.

For additional information, please contact
your provider or visit: [PSWIPA.com](https://www.pswipa.com)

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*Information subject to change at any time.

Physicians 
OF SOUTHWEST WASHINGTON