

## **TELEHEALTH FAQs**

### **What is a Telehealth visit?**

A Telehealth Visit occurs between the patient and the provider using both audio and video capabilities. Telehealth can delivery care from a distance, or conveniently in your home or office. During the visit, you can discuss your symptoms and receive the specialty or primary care you need.

For some telehealth visits, nurses or clinical support staff will facilitate your telehealth visit. BHS offers a variety of locations for telehealth. Please check with your doctor for a location close to you.

For video visits from your home, you can access your telehealth visit through My BHS Health portal.

### **How do I schedule a telehealth visit?**

You can request a telehealth visit from MY BHS Health Portal or by calling 1800...CARE and ask to be seen by telehealth.

### **Who will be providing my care during a Telehealth visit?**

FasterCare *NOW*, Telehealth Urgent Care visits, are provided by a FasterCare BHS physician or midlevel licensed provider, such as nurse practitioners or physician assistants.

When you schedule a routine telehealth visit, you will be scheduling with your own BHS provider and you will see the exact provider you scheduled with via video.

### **Will my insurance cover the cost of the visit?**

Many insurances provide coverage for telehealth visits. Prior to scheduling your telehealth appointment, your health care provider will call your insurance and confirm that your insurance plan provides coverage for telehealth visits. On the day of your visit a copay will be collected by the office staff. Depending on your insurance, your health insurer may bill you if a deductible has not been met. You should always call your insurance and verify what your individual policy covers and understand your financial obligation.

### **What should I expect during a telehealth visit?**

Prior to your visit, the specialist will have access to your medical records including testing and reports that will be discussed during your visit. Before the telehealth visit begins, the nurse or clinical support staff will perform an initial assessment and interview to create a smooth visit and satisfying experience. The telehealth connection between you and your doctor will focus on your clinical needs, education and questions to work together towards a treatment plan.

### **What is the benefit of telehealth**

- Travel to distant specialists is not necessary, saving time and money
- Less time off of work, no need to take whole days off to see a specialist
- Timely, convenient access to specialist

- More specialty care available locally
- Ability to have more frequent follow-ups
- Overall, able to get the best care with the least inconvenience

### **How do I prepare and begin for my telehealth visit from my home?**

We recommend a private, quiet place free of distraction to perform a Video Visit.

Please complete these steps at least one day prior to your appointment:

1. If you haven't already, activate your My BHS Health portal account.
2. If using a smartphone for your visit, download the **Meditech MHealth** app and select "Butler Health System" in the provider list. You will then be able to sign into My BHS Health
3. Complete PreCheck-In for your appointment in My BHS Health portal. This can be done up to 7 days prior to your visit.
4. Check the camera, microphone, and speakers on your device to make sure they are working.
5. Connecting to your visit - Test your hardware at least 15 minutes before your visit and connect to your visit at least 5 minutes before your appointment time.
6. Tips to be prepared for your provider appointment
  - a. Have questions prepared that you want to discuss with your provider
  - b. Have your medications handy
  - c. Be in a quiet room with good lighting

### **What equipment do I need for a telehealth visit?**

For telehealth visits from your home you will need access to a smartphone, tablet, or computer with a camera, microphone, and speakers. If using a smartphone or tablet, the **Meditech MHealth** app must be installed on the device you will use for the visit. When using a web browser from a computer or tablet it must have a web enabled camera and we recommend using Chrome71 or higher internet browser.

For a telehealth visit at a BHS facility, you don't need to worry, we will handle all the technical aspects of the visit. You just need to arrive for your appointment time and a nurse or clinical support staff will be with you throughout your visit, connecting you to the specialist. The telehealth equipment uses a high quality video computer that allows both the patient and specialist to have a live interaction over video versus in person. The specialist may even use special equipment, such as a digital stethoscope, to hear heart and lung sounds.

### **Which Mobile App should I download on my smartphone or tablet?**

You can access your My BHS Health portal on either an iPhone or Android smartphone or tablet.

- For iPhones, search for **Meditech MHealth**  in the App Store
- For Androids, search for **Meditech MHealth**  in the Google Play Store.

Download the App to your device. Once you open the app, if location services is on, select “Butler Health System” in the provider list. You will then be able to sign into My BHS Health.

**Is there a layer of security for the app?**

Yes, once you download the *Meditech MHealth* App and sign into the My BHS Health portal you can access the app through passcode, facial recognition or fingerprint.