

Telemedicine, March 26, 2020

We are excited to announce that we are now able to schedule telemedicine appointments with our patients. With telemedicine (or telehealth) visits, the entire appointment takes place via video chat on your computer or smart phone. This option has been approved by the government as a tool to help our healthcare system be more effective during the COVID outbreak. It is unclear at this point whether this approval is temporary or if it will continue after COVID is in decline.

How does a telemedicine visit work?

- * Scheduling is the same. Call our office at 480-961-2365 and select option 1.
- * About an hour prior to your appointment you will receive a text reminding you to look at your email for the link to initiate your video appointment.
- * About 5 to 20 minutes before your appointment, our office will call you on your phone that is listed in your chart. At that time, we will verify your insurance and you will be able to make a payment with debit or credit card for your copay. We will also make sure you are ready for the video appointment.
- * After that call, you will go to the device you will be using for the telemedicine visit and click the link in the email to initiate the visit. If you are using your smartphone, you will need to download the NextPatient App. This link is in the email. You will likely see 2 popups: one asking for access to the camera and one asking for access to the microphone. Click "Yes" for both so your provider can see and hear you.
- * Then please sit tight and wait for us to connect to you. Keep your phone or computer on. About the time of your appointment, we will connect with you.

Will my insurance cover telemedicine visits?

Telemedicine has just recently been approved by Medicare and mandated by Governor Ducey of Arizona for all commercial carriers. Your coverage will likely be the same for in-office and telemedicine visits, though you may want to confirm with your carrier. Copays, deductibles, and coinsurance will still apply, and our fee schedule is the same for both types of visits.

Can all appointments be done by telemedicine now?

No, some appointments must be done in person. For example, most new patient visits and in office procedures and testing. Some types of visits work well via telemedicine and some don't. Ultimately it is at the discretion of the provider.

Best Regards,

Foothills Neurology