

Telehealth Visit: What to Expect

What is Telehealth?

Telehealth is the use of live video conferencing to let you interact with your provider. Instead of driving to your visit, you can see and talk with your provider in the convenience of your own home using a smartphone, tablet, or computer with a webcam connected to the internet.

Is Telehealth Safe?

Yes, all telehealth sessions are safe, secure, encrypted, and follow the same privacy (i.e., HIPAA) guidelines as traditional, in-person medical appointments. Your telemedicine appointments are always kept confidential. In addition, telehealth appointments are NEVER audio or video recorded.

Can I choose not to participate?

Yes, you are offered of seeing your primary care provider via secure and interactive video equipment. It is still your choice whether or not you would like to participate, although it is encouraged.

Is there an additional cost for telehealth appointment?

APHCV does not charge any extra fee for telehealth service. Co-pays, co-insurance, or deductibles, if any, are the same as an in-person visit. Please review your health plan's benefit book to see how much you'll pay for covered services.

**Internet/Wi-Fi connection is needed for telehealth visit. Data charges may apply. Check your cellular data or internet service provider's plan for details.

Do I need to download anything?

Our telehealth platform runs on a browser so you are not required to download or install any application other than a browser (e.g. Google Chrome, Internet Explorer, Safari, etc) Thus, any devices that can use a browser should work. You only need to make sure that the device has a camera and microphone ready so that the provider can see and hear you.

How does it work?

On the day of your appointment:

- a. Front Office staff will call you approximately 20-40 minutes prior to your appointment time to do the check-in.
- b. Depending on what type of device you are using to join Telehealth visit,

A Smart phone (that can receive SMS/Text)	Laptop, Tablet, Chromebook, Computer
<ul style="list-style-type: none"> ✓ You will receive a text message from the nurse that contains a direct link to the virtual waiting room. ✓ Tap on the link to join ✓ Type in your full name ✓ Click Enable and/or Allow the Camera and Microphone on your browser when you see a pop up. ✓ Remain in the virtual waiting room page. The nurse will admit you to do intake shortly. 	<ul style="list-style-type: none"> ✓ You will receive a text/call from the nurse to ask you to join the virtual waiting room. ✓ Open a browser on your device and go to https://aphcv.doxy.me ✓ Choose the name of the provider you are having an appointment with to join their virtual waiting room ✓ Type in your full name ✓ Click Enable and/or Allow the Camera and Microphone on your browser when you see a pop up. ✓ Remain in the virtual waiting room page. The nurse will admit you to do intake shortly.
<p>DO NOT:</p> <ul style="list-style-type: none"> - Leave the waiting room page, - Leave the browser, or - switch to a different application <p>As this may get you disconnected from the waiting room.</p>	

Things to Remember about Your Telehealth Appointment:

- You can schedule your telehealth appointment the same way you schedule an appointment with your PCP by calling 323-644-3888
- As with your traditional, in-person medical appointments, it is your responsibility to APHCV at 323-644-3888 to cancel an appointment if you are unable to attend your telehealth appointment. Cancellations shall be made at least 24 hours prior to the appointment time.
- To ensure confidentiality, you must be at home or somewhere that is private and without too much background noise. You should not be multi-tasking either like watching TV or cooking while you have a visit with provider.

Minimum System Requirements

What you will need:

1. An Internet connection with at least 2 Mbps download and upload speeds ([check your Internet speed here](#)) We HIGHLY recommend anything above 10-15 Mbps to have a better experience
2. A device that is equipped with or can be equipped with camera, microphone, and speakers.
3. Internet browser installed ready to use on your device.

Recommended Browser

iPhone/iPad (iOS)	Safari 11+ (latest version of iOS)
Android Phone/Tablet	Google Chrome Browser
PC, Laptop	Google Chrome Browser Mozilla Firefox Microsoft Edge
Mac	Safari 11+ (latest version of iOS)

- The following are not compatible with our Telehealth Platform
 - a. Amazon Kindle and other e-readers
 - b. Voice-controlled smart speakers such as Alexa or Google Assistant
- Useful Self Diagnostic Test Tools
 - a. Try this [Pre-call test](#) to make sure your speakers and camera are all setup and working.
 - b. Try this [Estimate call quality tool](#) to predict your expected call quality based on your computer and internet speeds. High score indicates good quality.
 - c. Try this [Internet speed test](#) to determine your connection speed. Suggesting 500kb/s download and upload speeds to have a good call.
 - d. Try this [Network stability Test](#) to determine the stability of your network. If you get "Network Appears Unstable", then your router or internet service provider (e.g. Comcast) is mostly likely the cause of your quality issues.
- If you have any questions before or after the session, you may contact 323-644-3888

Preparing for Telehealth Visit Appointment

1. **Do not let technology derail the visit**
 - a. Make sure you have all the right software and/or hardware before the visit
 - b. Ask a relative or friend for help setting up your computer, tablet or mobile phone if you do not feel up for the task.
 - c. Test technology ahead of time if possible and download/install any updates.
 - d. Turn off other programs that might disrupt the visit with notifications.
 - e. Make sure that your devices are charged, volume is at an appropriate level and the microphone picks up your voice clearly.
2. **Plan for your appointment like you would an in-person visit.**
 - a. Write down any symptoms you are experiencing, make a list of questions you want answered and have your medical history readily available.
 - b. If you have blood pressure monitor or other health devices to monitor your health at home (e.g. glucometer), have them ready.
3. **Set the scene.**
 - a. Find a quiet place to talk that will allow you a measure of privacy and a secure Internet connection.
 - b. If the most private place in the house is a closet, pantry, or garage, make sure your Wi-Fi connection reaches that far and will support a video conference.
 - c. The area should be well lit and allow you to have the camera at eye level, so you can have a direct conversation with your care provider as if you were in the same room.
4. **Take notes:**
 - a. Have a pen and a paper handy so that you can write down directions on how to take any medications, the next steps to follow in your treatment, the next upcoming appointment, and etc since you will not be handed a physical notes or plans at the end of the visit.
5. **Give feedback after your visit**
 - a. Let us know what went right, what could be improved and if there are any ways the team can support your future telehealth visits.
6. Most importantly, have patience with the process! If you do not feel comfortable with technology or find that it is difficult to communicate naturally with the care team, ask a trusted relative or friend to help troubleshoot any technical issues, or sit in on future appointments to smooth over any communication mishaps due to connectivity issues. While it may seem scary at first, telehealth could provide convenient access to medical care when you need it most during this pandemic.