



Instructions for having a Telehealth visit with Piedmont Family Practice using DoxyMe.

Telehealth visits are a convenient way to see your health provider without having to come into the office. Because you are not in the same place, we cannot perform parts of the exam like vital signs, lung and heart exams, abdominal exams, labs, or blood work so it is not for every problem.

Common ailments that work well are colds, sinus infections, rashes, pink eye, questions about labs, medication follow ups that don't require labs, and routine health questions.

Most insurances now cover telehealth visits and we will submit the bill on your behalf. Some don't and we may end up charging your credit card for a routine visit, usually \$75.

Medicare now covers telehealth visits due to the Coronavirus pandemic.

We can prescribe medications during the visit if appropriate. We may ask you to come in for further testing or direct you to the ER if warranted.

Ready?

1. Review the Consent form given at the office or posted on our website.
2. Check with your insurance to confirm they cover telehealth visits. Or you can pay with credit card. Or we may just bill you after the visit.
3. You can use a computer but it must have a camera, speaker, and a microphone. You have to use either Chrome or Firefox as your browser for the visit to work.
4. You can use your iPhone or Android. Just open your browser (Safari with iPhone, Chrome with Android).
5. 5 minutes before your appointment, type <https://doxy.me/drcward> into the address bar of the browser.
6. Enter your name so I know you're there.
7. Isn't technology great?
8. Call us if you have any problems or questions.
9. Other platforms like Zoom, Google Duo and Facetime may be options as well. Speak with your provider.

For Step #5- Your provider will give you their name as it is listed on their virtual waiting room. When you type this information into your browser, it will direct you to their specific waiting room.

Example listed above: "drcward" is Dr. Chris Ward's waiting room. The provider's nurse will give you this information when scheduling your appointment.