



# TELEMEDICINE Q&A

For the safety of our patients, visitors, staff and providers, some Community Hospital-owned practices are utilizing telemedicine during the COVID-19 (Coronavirus) pandemic.\*

## What is telemedicine?

**A:** Telemedicine refers to the practice of health care providers caring for patients remotely when the provider and patient are not physically present with each other.

## What conditions can be seen via telemedicine?

**A:** Telemedicine may be used to treat a variety of conditions, such as infections, rashes, migraines, lab result reviews, counseling, education on conditions, mental health counseling, diagnostic imaging results, & post-operative follow-up visits.

## How do I schedule an appointment?

**A:** To schedule an appointment, please call your provider's office or use the patient portal.

## Is my provider participating in telemedicine?

**A:** Most providers are implementing telemedicine into their practice. For more information, please call your provider's office.

## Will my insurance cover telemedicine?

**A:** Most participating insurances are allowing telemedicine visits due to COVID-19. For specific details on your insurance, please contact your carrier or your provider's office.

## Can I still see my doctor in-person?

**A:** For the safety of our patients and staff we have limited office visits. Please call your provider if you feel you need a face-to-face appointment with your provider.

## What equipment do I need?

**A:** To utilize Telemedicine, you will need a smartphone, tablet or computer with a camera, audio and microphone. You will also need an Internet connection. Your provider's office will send you a link to connect with your provider. We recommend using a private and quiet area.

## Do I need to download an app?

**A:** Most devices will work without downloading an app. Your provider's office will send you a link to connect with your provider. On occasion an app may need to be downloaded.

## I am not very tech savvy. Will it work for me?

**A:** Your provider's office will send information to help you navigate the system and answer any questions. Alternative options may be available.

**\*Please note some health care appointments require in-person visits. Practices using telemedicine include Grand Valley Primary Care, Grand Valley Pediatrics, Fruita Family Medicine, Grand Valley Occupational Medicine, Grand Valley Rheumatology, Grand Valley Oncology, Grand Valley Wellness, Internal Medicine Associates of the Grand Valley, Grand Valley Interventional Pain Clinic, Grand Valley Infectious Disease, Western Colorado Spine, Western Orthopedics & Sports Medicine and Advanced Pulmonary & Critical Care of the Grand Valley.**