**Telemedicine FAQs:**

In the wake of COVID-19 (coronavirus), insurance companies have momentarily allowed our office to provide tele-med appointments for our patients. These appointments are provided by our office via phone and/or the video conferencing app ZOOM.

**How does ZOOM work?**

* Zoom can be downloaded on any smart phone/tablet device through your app store, or via Zoom.com for computers/laptops with webcams and microphones
* After being checked in for your appointment, a MA will call you and provide a Meeting ID and Password which will enable you to join the video conference. You do NOT have to sign-up for Zoom

**What if I do not have access to ZOOM?**

* For certain appointments that do not require a clinician to physically see what ails you, we can still provide medical care over the phone, however this will our LAST resort

**How do I “check-in” for my appointment?**

* Our receptionists will call you 15 minutes PRIOR to your appointment to verify your demographic information and collect you co-pay if needed
* They will then let an MA know you are ready for your appointment and an MA will then reach out to you to begin your tele-med appointment

**What if I think I may have COVID-19?**

* Due to the LIMITED amount of COVID-19 test we have available in office, we are still requiring patients to have a tele-med appointment with a clinician to assess your symptoms and will determine if a COVID-19 test is required