



Telemedicine FAQ

Q: How do I schedule an appointment for a telemedicine visit?

A: You call our office to schedule an appointment, just as you would an in-person office visit

Q: Can I be at home and receive telemedicine services?

A: Yes. Most patients choose to be at home or in a private office, but any location that has adequate technology, internet service, privacy, lighting, and a low noise level is fine. If you are on Medicare, there are special requirements for you; please talk to practice staff about your location.

Q: What equipment do I need?

A: At the very least, you need a mobile device or computer that has a camera and microphone. You also need an internet connection that allows you to stream video.

Q: Can I use a Wi-Fi connection?

A: Yes, as long your connection is strong enough. It is recommended that you have an internet speed of **at least 15Mbps for upload and 5Mbps for download. Don't know your internet speed? In your browser, type 'internet speed test' and test your internet speed for free.**

Q: Can my problem be treated?

A: Your doctor can diagnose many illnesses during a telemedicine visit, perform post-operative check-ins, review MRI and lab result reviews, prescription refills, and more.

Q: How can my doctor diagnose me without an exam?

A: Physicians think about a lot of information to make a diagnosis, like the signs and symptoms you've experienced, your medical history, and so on. So, how you feel may be just as important as a visual exam.

Q: Whom will I see – my doctor or someone I don't know?

A: If you are an existing patient of this practice, most likely you will see your own doctor or PA. But your doctor may not be available all the time. When scheduling your telemedicine appointment, be sure to tell staff if this is important to you so they can schedule your appointment accordingly.

Q: How long will the visit take?

A: Just as long as if you were being seen in the office – less the wait and travel time, currently we are allotting between 10 to 15 min per appointment.

Q: Can my doctor prescribe a medication during this visit?

A: In most cases, yes. If your doctor decides you need a medication, he or she can send the prescription electronically directly to the pharmacy you choose.

Q: Will insurance cover this service?

A: Most insurance companies recognize and cover telemedicine services, but payment varies. Before you schedule an appointment, call the number on the back of your insurance card to find out if your specific policy covers telemedicine service. Advanced Orthopaedics staff will verify your benefits for you as a courtesy



Q: If I have insurance, do I still have to pay a convenience fee?

A: If there is a fee for the convenience of a telemedicine visit according to your insurance plan, this will be collected before your visit. After your visit, this practice will submit a claim to your insurance company just as we do when you visit the office

Q: Why am I required to pay before the visit?

A: A minimum of \$25 up to actual patient portion as determined by your insurance carrier is collected prior to the visit to cover patient portions related to the visit. If you do not cancel or reschedule the visit at least 24 hours prior to the appointment time then a \$25 cancellation fee will apply to the visit. If not, the money can be refunded to you after any application of any patient portion for the visit set by your insurance carrier.

Q: What happens if I do not show up to my telemedicine visit?

A: A patient who does not arrive for a scheduled appointment within 5 min of scheduled appointment and did not cancel the appointment with at least 24 hours' notice is considered a no-show. The practice charges patients \$25 if they do not show up for appointments or contact the practice 24 hours in advance.