



Telemedicine Visit Information 3.27.2020

In order to continue to provide healthcare for our patients during the COVID-19 pandemic, we are rapidly expanding our use of telemedicine visits for certain conditions. It is important to us that you understand the benefits, process, and limitations/risks when this type of visit is scheduled so please review the following:

1. You will have a **clinical encounter using video and audio conferencing** using a platform that provides this connection but does not record the visit or video. We will give you instructions at the time of scheduling as we are trialing different systems.
2. You will be **scheduled with a Pediatric Associates provider (MD, NP, PA or LPCC)** who will be able to see and hear you and your child during the visit and will have access to your child's electronic health record during the visit.
3. The **benefits** of this type of visit include the following:
 - a. Improved access to care with your established primary care office
 - b. Visit is conducted with access to your child's medical record and ability to send prescriptions if needed
 - c. Decreased need to travel and expose your child and family to others
4. The **process**: You will be informed of the platform when scheduling the visit. When you schedule this appointment, registration will be done at that time. This will include a review of demographic information, insurance verification and collection of appropriate co-pay or other amount. The visit will be charged the same way in-person visits are billed. You will need to have a device (phone, PC, tablet) with a microphone and video camera enabled for that platform. We ask you check in online 10 min before your appointment. A phone is handier for certain parts of the physical exam.
5. The **limitations** of this type of visit include the following:
 - a. The exam is limited. We cannot look in ears or listen to a chest. If we determine this is necessary, an in-person visit may need to be scheduled.
 - b. Depending on the connection and camera, we may not be able to see as well as we can with an in person visit
 - c. Technology limitations may delay medical evaluation and treatment
 - d. In rare instances, security protocols may fail, causing a breach of personal information.

We hope that you find this new service helpful during this challenging time. We ask you to review this information before scheduling a telemedicine visit. Please do not hesitate to contact us if you have questions.

Sincerely,

The providers of Pediatric Associates PSC, NKY